

Division 4 –Provision of Support Environment

24 Safe Environment

Policy

ACHIEVE DISABILITY SERVICES PTY LTD is committed to implementing a system to ensure each participant accesses supports in a safe environment that is appropriate to their needs.

ACHIEVE DISABILITY SERVICES PTY LTD ensures:

- Each participant can easily identify workers who provide supports to them.
- Work is undertaken with each participant, and others, in settings where supports are provided (including their home) to ensure a safe support delivery environment for them.
- Where relevant, work is undertaken with other providers (including health care and allied health providers and providers of other services) to identify and manage risks to participants and to correctly interpret their needs and preferences.
- For each participant requiring support with communication, clear arrangements are in place to assist workers who support them to understand their communication needs and the manner in which they express emerging health concerns.
- To avoid delays in treatments for participants:
 - (a) protocols are in place for each participant about how to respond to medical emergencies for them; and
 - (b) each worker providing support to them is trained to respond to such emergencies (including how to distinguish between urgent and non-urgent health situations).
- Systems for escalation are established for each participant in urgent health situations.
- Infection prevention and control standard precautions are implemented throughout all settings in which supports are provided to participants.
- Routine environmental cleaning is conducted of settings in which supports are provided to participants (other than in their homes), particularly of frequently-touched surfaces.

NDIS Policies & Procedures Manual

Certification (Core Module)

24 Safe Environment

- Each worker is trained and has refresher training in infection prevention and control standard precautions, including hand hygiene practices, respiratory hygiene and cough etiquette.
- (10) Each worker who provides supports directly to participants is trained and has refresher training in the use of PPE.
- (11) PPE is available to each worker, and each participant, who requires it.

Procedure

ACHIEVE DISABILITY SERVICES PTY LTD recognises its moral and legal responsibility to provide a safe and healthy work environment for all employees, workers, participants and their family/support network.

This commitment extends to ensure that our operations do not expose the local community to any risk of injury and illness.

ACHIEVE DISABILITY SERVICES PTY LTD provides a badge to all workers to assist the participant in easily identifying them.

A [‘Risk Management Policy & Procedure’](#) (section 12 of this Manual) is in place to identify and control the potential risks associated with the provision of supports to the participants, to ensure that a safe environment (including their home) has been provided to them. A risk assessment will be carried out and documented to identify and control the potential risks, where supports are provided in the participant’s home to ensure a safe support delivery environment. Identified risks and treatment plans will be documented in the [‘Risk Assessment Register’](#). Other than this form that is used as our generic WHS risk assessment, for any hazard and associated risk that is applied to a particular participant (including their home), we will include these risks in the Risk Assessment section of the [‘Participant Assessment & Support Plan’](#).

Also, where work is undertaken with other providers (including health care and allied health providers and providers of other services), the services risk assessment will be undertaken. Please refer to the [‘Risk Management Policy & Procedure’](#) (section 12 of this Manual). These risks include:

- Generic WHS hazards and associated risks - [‘Risk Assessment Register’](#)
- Participant’s specific WHS hazards and associated risks - [‘Participant Assessment & Support Plan’](#).
- Participant’s transition-related WHS hazards and associated risks – [‘Referral Form’](#)

For each participant requiring support with communication, we will document these needs in the [‘Participant Assessment & Support Plan’](#). A copy of this form is distributed to the workers who support them to assist the workers in understanding the participant’s communication needs and the manner in which they express emerging health concerns.

NDIS Policies & Procedures Manual

Certification (Core Module)

24 Safe Environment

To avoid delays in treatments for our participants, we have the required control measures documented in the Emergency and Disaster Management section of the [Participant Assessment & Support Plan](#). These control measures supply the participants with information about how to respond to medical emergencies for them. This form is distributed to the worker providing support to the participants. The worker is trained to respond to such emergencies (including how to distinguish between urgent and non-urgent health situations) as a part of our Emergency and Disaster Management Training. The records are kept in the 'Worker Employment Register'. The control measures in the urgent health situation can include an escalation process.

To provide a safe and clean environment to our workers and participants, we follow infection prevention and control standards and best practices such as COVID-19 guidelines and also communicate them with our workers and participants through our Easy-read documents.

We conduct a routine environmental cleaning of settings in which supports are provided to participants (other than in their homes), particularly of frequently-touched surfaces. To ensure that the service environment is safe and clean, we use the '[Service Environment Inspection Checklist](#)' in an appropriate frequency (daily, weekly, fortnightly or monthly) to inspect the service environment and take necessary actions.

We train our workers, including refresher training, in infection prevention and control standard precautions, including hand hygiene practices, respiratory hygiene and cough etiquette. We also train the workers who provide supports directly to participants in the use of Personal Protective Equipment (PPE). All details are kept in the '[Worker Employment Register](#)'.

We also provide our workers who provide supports directly to participants with PPEs if required.

Resource

- [National Disability Insurance Scheme Act 2013](#)
- [National Disability Insurance Scheme \(Quality Indicators\) Guidelines 2020](#)
- [National Disability Insurance Scheme Legislation Amendment \(Quality Indicators\) Guidelines 2021](#)
- [NDIS Terms of Business](#)
- [National Disability Insurance Scheme \(Provider Registration and Practice Standards\) Rules 2018](#)
- [Work Health and Safety \(How to Manage Work Health and Safety Risks\) Code of Practice 2015](#)
- [Work Health and Safety Act \(2011\)](#)

Related Documents

- [NDIS-FORM-005-Risk Assessment Register](#)

NDIS Policies & Procedures Manual

Certification (Core Module)



24 Safe Environment

- [NDIS-FORM-023-Participant Assessment & Support Plan](#)
- [NDIS-FORM-034-Referral Form](#)
- [NDIS-FORM-001-Worker Employment Register](#)
- [NDIS-FORM-040-Service Environment Inspection Checklist](#)
- [Easy Read Documents for Workers and Participants](#)