

1.2.2	CLIENT SAFETY AND SECURITY
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Applies to: All staff
Specific responsibility:

Version: 2
Date approved: May 2015
Next review date: Dec 16

Policy context: This policy relates to	
Standards or other external requirements	Standard 1 Rights
Legislation or other requirements	[insert any other legislation that applies]

POLICY STATEMENT

PODC is committed to personal safety of clients and the right of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

The organisation will:

- ensure the physical environment is safe
- conduct thorough screening of both staff and volunteers working with families.
- provide all staff with information and training on duty of care and management of reportable incidents.
- provide staff induction and training and regularly review staff levels to ensure appropriate levels of care

PROCEDURES

1. Physical environment

It is the responsibility of PODC to minimise physical risks to families. The organisation will meet reasonable community standards, and comply with all legal requirements affecting the physical and environmental safety of families. This includes fire safety, swimming pool safety, and public health requirements..

The organisation will comply with fire risk management guidelines which outline specific requirements relating to building construction, furnishings, smoke detection systems, fire extinguishing equipment, means of exit, fire prevention, fire safety management, evacuation capability, fire and emergency evacuation plans, emergency procedures and maintenance of essential fire safety services. Staff are to be trained in relation to these guidelines. It is the responsibility of the coordinator to work with RIDBC Facilities Manager to ensure that compliance requirements are met.

2. Staff screening and induction

Prior to commencing work with families, all staff and volunteers, will undergo a comprehensive screening process which will include police check, referee checks and interviews. The findings of the screening are to be documented in the personnel files of staff and volunteers. All staff and volunteers will participate in an induction program prior to commencement which will include training on complaints management and escalation of reportable incidents.

3. Reporting of Abuse or Neglect

All staff have a duty of care towards all service users of Parents of Deaf Children, and staff are to act in the best interests of the parent/ carer and their family.

See *PODC 4.2 Reporting of Abuse or Neglect Policy*

Incident Management Policy and procedures

PODC is to be covered for public liability insurance. A risk management plan is to be completed for special events held outside PODC offices.

Incident reporting

If an incident occurs PODC staff is required to fill out an incident report form and complete the incident report register. These details are then passed onto the president of PODC and decisions are then made to further investigate or not within 7 days of the incident occurring.

DOCUMENTATION

Documents related to this policy	
Related policies	PODC Reporting of Abuse or Neglect 4.2 PODC Service Charter and Clients Rights 1.1
Forms, record keeping or other organisational documents	Insurance details Summary Chart of reportable incidents – PODC12 Incident Register Incident Report Form – PODC 3 Incident Investigation Form – PODC4 Event risk management plan- PODC11

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Coordinator	President

Policy review and version tracking



PODC: Client Safety and Security

Review	Date Approved	Approved by	Next Review Due
1	April 2015	Anna Messariti	April 2017
2			
3			

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