

WH&S Policy 3

Working Safely with Clients

Controlled Document

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1. Purpose

To set out CatholicCare's policy for maintaining a safe environment for clients, employees and volunteers during the delivery of CatholicCare services.

2. Key Accountability

Executive Managers

3. Application

All employees, volunteers and clients

4. Relevant Legislation

- NSW Work Health & Safety Act 2011
- Aged Care Quality and Safety Commission Act 2017
- Disability Insurance Scheme Act 2013
- NDIS Amendment (Quality and Safeguards Commission and other Measures) Act 2017

5. Accreditation Standards

- Office of the Children's Guardian - NSW Child Safe Standards for Permanent Care 2015
 - Standard 3 – Child Protection & Safety
- Australian Children's Education & Care Quality Authority – National Quality Standard
 - Quality Area 2 – Children's Health and Safety
 - 2.2 Safety
- Dept of Social Services – Families and Children Activity Administrative Approval Requirements
 - Standard 9 Safety of Staff
 - Standard 13 Client Safety
- Aged Care Quality and Safety Commission - Aged Care Quality Standards
 - Standard 5 – Services and Supports for Daily Living
- National Disability Standards
 - Standard 6 - Service Management
- NDIS Quality and Safeguards Commission – NDIS Practice Standards
 - Core Module Section 4 – Provision of Supports Environment
 - Safe Environment
- National Standards for Volunteer Involvement
 - Standard 6 - Workplace Safety and Wellbeing

6. Policy Statement

CatholicCare is committed to providing a welcoming and safe environment for clients, staff and volunteers. Their safety and welfare are enhanced by providing clear guidelines and promoting safe work practices in situations where there is a risk of harm, either physical or psychological, arising from employees and volunteers working directly with clients. CatholicCare is pro-active in identifying and, wherever possible, preventing the development of situations in which behaviour of employees, volunteers and clients presents a safety risk to those involved.

If necessary, managers provide program specific training for employees in responding effectively to challenging behaviours. Where relevant this training is also available to volunteers.