

Staff Safety

Under the *Work Health and Safety Act 2011*, TASSK Pty Ltd has a duty, under the law, to make sure our Staff can work within a healthy and safe environment. Participants can assist in this matter by:

- notifying our Staff of any unsafe conditions in your home
- participating in safety assessments of your home
- arranging repairs of any hazards identified during our safety assessment of your home
- ensuring your pets are controlled during service provision
- providing a smoke-free working environment
- providing a workplace for Staff that is free of racial, sexual, physical or emotional abuse
- treating our Staff with dignity and respect
- advising our Staff if you are unwell or cannot do the things you would usually do
- telling our Staff if your doctor has diagnosed you with a short-term infectious illness
- providing cleaning equipment that is suitable and well maintained
- providing safe, non-toxic cleaning products
- ensuring your mobility equipment and any other items required to live independently in your home are available and well-maintained.

We will conduct a safety check during our first service and discuss any risks we identify with you. The safety of the service will be reviewed with you, on an ongoing basis, following state and federal work occupational health and safety legislation.

Client Safety

TASSK staff will work with you and your nominated services to develop an Emergency Care Plan tailored to your needs, which your support workers will follow and implement.

TASSK is committed to providing a safe service for our participants. If you are involved in an incident during our care, you must tell our Client Services Team Lead, your support worker or a trusted person so TASSK can act immediately.

TASSK has an Incident Management Procedure that staff follow so they know how to respond to both General and Critical Incidents. This includes:

- Staff members will report all incidents to the Compliance Services Manager
- Completion of an incident report that identifies and records an incident.

- The Compliance Services Manager liaising with the participant to complete a full investigation.
- The Compliance Services Manager reporting incidents that are 'reportable incidents' to the NDIS Commissioner and other required agencies.
- Compliance with the National Disability Insurance Scheme (Incident Management and Reportable) Rules 2018
- Supporting and assisting you if you are affected by the incident.
- Review of the incident by the Compliance Services Manager if you or others were affected.
- Collaborating with you, your family and/or advocate to manage and resolve the incident.
- Reviewing the incident and making necessary amendments to systems and processes to reduce the risk of recurrence.

Incident Management

Incidents fall into one of two categories- General or non-reportable incident and Critical or reportable incidents.

A General Incident exposes or has the potential to expose a person to minor harm. It is any incident that is a non-serious injury or harm that requires first aid, behaviour modification or is a near miss that could have resulted in injury.

A Critical Incident exposes a person to a serious risk to health, safety or wellbeing due to an immediate or imminent exposure. This includes;

- an unexpected death, serious injury or alleged assault (including physical, sexual abuse, sexual assault or indecent assault) that occurs as a result or during the delivery of services
- allegations of serious, unlawful or criminal activity or conduct involving an TASSK Pty Ltd employee, subcontractor or volunteer that has caused, or has the potential to cause, serious harm to you
- an incident where you assault or cause serious harm to others (including our employees, volunteers or contractors), as a result, or during the delivery, of services
- a severe fire, natural disaster, accident or other incidents that will, or is likely to prevent, service provision, or that results in closure or significant damage to premises or property, or that poses a substantial threat to your health and safety.

In the event of a General Incident TASSK staff will make sure the participant is safe and receives first aid treatment if necessary.

In the event of a Critical incident TASSK staff we will engage the required authorities which could include ambulance or police. A NDIS Reportable Incident will be lodged in the NDIS portal within the 5 day notification period. We will update you on the NDIS Commission's findings including any actions we must take.

All incident reports and investigations are completed ensuring confidentiality and privacy. You will be kept informed at all stages during this process and of any outcomes. However if you are unhappy with the way we handled your incident, you can tell the NDIS Commission:

- Call: 1800 03 55 44 (free call from a landline)
- Go to their website: www.discommission.gov.au