



CLIENT SUPPORT POLICY

NOSS Tasmania (NOSS) assist clients to pursue their chosen social, leisure, pre-vocational and vocational activities.

1. The level of support offered to clients is based on their individual strengths and needs.
2. NOSS will provide staff with sufficient relevant, up to date information to enable safe, quality support.
3. All staff will ensure that client and employee safety is the highest priority when making decisions in relation to client support.
4. All client information will be dealt with in a private and confidential manner in accordance with the NOSS Privacy Policy.
5. Medication will be administered in accordance with the Disability Services' Guidelines for the Medication Management Framework For Individuals and Disability Service Providers June 2015.
6. NOSS adopts the Restrictive Interventions in Services for People with a Disability Guidelines 2014 (copy attached).
7. NOSS adopts the Disability Services' Personal Relationships and Sexuality Policy, 2012.
8. Employees will be positive role models in term of dress, language and behaviour at all times.
9. All staff will follow the attached Procedures.

CLIENT SUPPORT PROCEDURES

1. BEHAVIOUR MANAGEMENT

In accordance with the principles and standards of the Disability Services Act 2011 (Tas), people with a disability have the right to receive services in a manner which results in the least reasonable restriction of their rights and opportunities. All staff will follow the Restrictive Interventions in Services for People with a Disability Guidelines 2014 (copy attached). In particular:

- 1.1. The 'least reasonable alternative' is a practice that:
 - is not more restrictive or intrusive than is necessary to prohibit the person from inflicting harm on themselves or others
 - is applied no longer than necessary to prevent harm or danger
- 1.2. The use of restrictive, aversive and intrusive interventions is prohibited, except in the case of an approved behaviour support plan or in emergency situations.
- 1.3. Emergency situations are those where the safety or wellbeing of the person with disability, support staff or other persons is put at significant risk. Emergency situations require an immediate response to reduce or eliminate the risk.
- 1.4. All emergency uses of restrictive practices must be reported to management immediately the risk has been eliminated. Management must inform the Senior Practitioner as soon as practicable.
- 1.5. Staff must at all times follow and comply with common law known as 'duty of care' to protect the person with disability or others from harm.

This is a summary only and employees should ensure that they familiarise themselves with the full Policy and Guidelines.

2. CLIENT INFORMATION

- 2.1. NOSS Management will request all relevant client information during the referral process.
- 2.2. Any written or verbal information in the possession of staff will be handled in a private and confidential manner in accordance with the NOSS Privacy Policy.
- 2.3. Personal client information (eg medication charts, Client Support Books) must be kept secure and confidential. Any material kept in a vehicle should be out of sight and the vehicle should be locked.
- 2.4. The Community Access Manager will ensure that essential and up to date information (other than highly confidential issues) is recorded in a Client Support Book:
 - Daily Activities
 - Current medication details
 - Alerts relating to allergies, behaviour management, communication, meal management plans etc
 - Personal Plan

- 2.5. Each client's current support workers (including relief staff) will read and sign off the Client Support Book before supporting that client and whenever it is updated. It is the responsibility of support workers to ensure that the Client Support Book is checked for updates each day they support that client.
- 2.6. The Community Access Manager will ensure that essential confidential information not included in the Client Support Book will be signed off by each current support worker (including relief staff) prior to support.
- 2.7. New support workers supporting clients will be "buddied up" with an existing support worker whenever possible in order to provide an opportunity to gather practical hands-on information.

3. DECISION MAKING AND CHOICE

- 3.1. Employees will empower clients to make decisions and explain the consequences of such decisions when appropriate. The NOSS Client Consent Policy explains the concept of consent and the range of options open to employees in relation to assisted decision making.

4. HEALTH AND SAFETY

- 4.1. NOSS recognises that work related stress can be detrimental to ones health. Should any employee feel that they are becoming stressed at work, this should be immediately reported to Management so it may be addressed. Management are available at all times if any assistance is needed during the day. In addition, the Community Access Manager will from time to time visit support workers in the community.
- 4.2. It is the responsibility of the residential service, parent or carer to support clients when they are unwell (this includes any infections such as head lice, scabies etc). Support workers should make an assessment when they pick up a client to ensure that they are well enough to access the community. If not, or if a client becomes unwell during the day, they should contact the NOSS office for further advice.
- 4.3. Management will decide whether or not to support the client that day based on the severity and symptoms of the illness and the resulting impact on any other clients' support.

5. MATCHING STAFF AND CLIENTS (Community Access)

- 5.1. To ensure positive outcomes for both clients and staff of NOSS, it is important to match clients with appropriate support workers. To this end, when selecting support workers to support a client, the following criteria will be considered:
 - Client needs/preferences
 - Common interests
 - Personalities
 - Communication skills
 - Behaviour management skills
 - Relevant medical condition

- 5.2. When client support changes are necessary as a result of staff or client needs, staff and clients will be notified of any such changes, prior to implementation, with as much notice as possible.

6. MEDICATION

- 6.1. Medication will be administered in accordance with the Disability Services' Guidelines for the Medication Management Framework For Individuals and Disability Service Providers June 2015 (the Guidelines).
- 6.2. All support staff who administer medication will undertake training in the administration of medication (including First Aid)
- 6.3. No staff will administer medication until such training has been completed.
- 6.4. Residential staff or parents/carers are responsible for providing support staff with the correct medication in accordance with the Guidelines.
- 6.5. The Community Access Manager will ensure that medication details are updated regularly. The client's residential service or parent/carer is responsible for informing NOSS of any change to medication.

7. MISSING CLIENTS

- 7.1. Criteria for determining when a client is missing depends on his/her level of capability and self-reliance. It is therefore of the utmost importance that support workers are aware of the individual behaviour patterns and supervisory needs of the people they support. This awareness will allow staff to accurately assess the situation.
- 7.2. When a client is missing, the NOSS employee should:
- (i) Conduct a quick search of the immediate area.
 - (ii) Report to NOSS Management immediately.
 - (iii) Management in consultation with the staff member involved will assess the situation and coordinate the search.
 - (iv) All staff involved will report back to Management regularly.
 - (v) Management will inform the missing client's family and/or residential service if and when deemed appropriate.
 - (vi) Management will request external assistance, such as the police, when deemed appropriate.
 - (vii) The staff member locating the missing client is to report back to Management immediately.
 - (viii) The staff member involved will submit an incident report within 24 hours.
 - (ix) Management will offer debriefing to all staff and clients involved.

8. PERSONAL PLANS

- 8.1. The Community Access Manager and Program Officer, in consultation with the client and relevant stakeholders, will develop Personal Plans using information gained from Personal Plan meetings in accordance with the NOSS Individual Needs Policy.

8.2. It is the responsibility of all support workers to familiarise themselves with the Personal Plan goals and incorporate the associated strategies during the course of the day when appropriate.

9. PRIVACY

9.1. Employees will treat information about clients, both written and verbal, as confidential. Issues regarding a client should only be discussed with relevant stakeholders such as other NOSS support staff who work with that client, their residential workers and the persons nominated on their Consent form.

10. REPORTING OF ACCIDENTS AND INCIDENTS

10.1. Employees must report any accident or incident, in writing, within 24 hours of its occurrence in accordance with the NOSS Reporting Policy.

10.2. Any significant incidents/accidents such as major injuries, seizures or challenging behaviours must be reported to Management immediately.

11. RELATED POLICIES

This Policy should be read in conjunction with

- Employee Manual
- Client Consent Policy
- Decision Making Policy
- Individual Needs Policy
- Privacy Policy
- Reporting Policy
- Work Health and Safety Policy