



Infinity Supports WA Pty Ltd

Policies and Procedures

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ABOUT THE BUSINESS

Infinity Supports WA is a disability support services provider based in Baldivis, Western Australia.

At Infinity Supports WA we provide a range of disability services. With the range of services, we provide, we aim to make a difference in the lives of those with disability. The goal is to make each of our participant's lives easier, fairer, and more involved by participating within their own communities.

Infinity Supports WA is a company that was established with the sole aim of offering disability services that puts the participant as a priority in creating opportunities, promoting independence and progression in a safe and non-discriminative environment.

Values Statement

Our values are centred around our staff, participants and their families or guardians.

Respect - We respect people's decisions, opinions, and views.

Honesty - We are trustworthy and tell the truth to keep our promise to you.

Privacy and Confidentiality - This is of utmost importance as outlined in our Privacy and Confidentiality Policy and Procedure.

Development and Improvement - We will identify, with your help, where we can develop projects. We always work to improve our services and to uphold the Service Standards. Your feedback is always valued.

Safe and Harmonious working environment - We offer a workplace that provides support, guidance, and acceptance to staff and participants.

Passion - We have a passion to our work ethics. Every member of staff is passionate about his work and takes the participant as part of the family.

Mission Statement

To provide high quality and effective disability services, where every person we care for matters.

Infinity Supports WA, services include / will include:

- **Assistance with Household Tasks** – such as assistance with meal preparation, house or yard maintenance, cleaning, and laundry.
- **Assistance with Daily Personal Activities** - to enable people to live as autonomously as possible – such as personal hygiene, dressing, medication assistance, financial Management, communication skills and lifestyle mentoring.
- **Assistance with Daily Personal Activities (High-Intensity)** - to enable people with more complex needs to live as autonomously as possible - supports are provided by personnel with additional experience/qualification.
- **Assistance with Life Stage Transitions** - including mentoring, peer support, individual skill development, and decision making to support people to make transitions on their terms and in a way that meets their goals and aspirations.
- **Assistance with Travel and Transport** - provision of travel arrangements and support for people to access essential services.
- **Development of Daily Living and Life Skills** - including developmental-focused activities and training to enhance the person's ability to live as independent an everyday life as possible.
- **Innovative Community Participation** - includes activities outside the scope of 'Participation in the Community.'
- **Participation in the Community** – including supported shopping, medical appointments, sporting and recreational events, social activities, visiting or making new friends, travel and transport and building confidence and social skills.

Infinity Supports WA complies with all NDIS Provider State and Commonwealth Government requirements for the delivery of quality and safe disability support services.

ABOUT THIS MANUAL

This Policy and Procedure Manual sets out the policies and procedures that govern Infinity Supports WA' National Disability Insurance Scheme side of the business allowing Infinity Support WA to be able to provide supports to the disabled in a safe, legal, efficient & systematic-based way. The policies and procedures within the manual will be reviewed regularly with strict timeframes that are adhered by Infinity Supports WA Complement

All policies and procedures comply with relevant Commonwealth and State Government Legislation, Regulations and Standards applicable to Infinity Supports WA NDIS service business. This manual is intended to complement all State and Commonwealth Legislation. It does not override any Acts of Parliament or other legal requirements as it is only a guide to compliance.

Infinity Supports WA Management is required to comply with the policies and procedures in this manual. Failure to follow Infinity Supports WA policies and procedures will be treated seriously and may result in disciplinary action from participants, service providers, government bodies and others.

A hard copy of this manual will be held by Infinity Supports WA Management. Management is expected to refer to the manual regularly and keep up to date with any changes.

PLEASE NOTE: For ease of reference, this manual refers to responsibilities of Directors, Management, and workers. The Directors of Infinity Supports WA can act as workers and Management if they have not readied workers, but only if the Directors has the skillset, qualifications, and capacity to do so.

For the purposes of this document only,

Workers are defined as:

- Any Infinity Supports WA employee whether permanent, temporary, full-time, part-time, or casual, and
- Any volunteer, student, contractor, consultant, or anyone who works in any other capacity for Infinity Supports WA.

Delegation of Roles:

- Roles listed as being assigned to the Directors or Management can be delegated to other workers.
- This must be made in writing.
- The delegation must clearly state the position delegate.
- The date this was made.
- Must be signed by the Directors.

This manual also meets multi-state requirements to allow Infinity Supports WA to apply for services if needed within the future for other states.

PART 1. GOVERNANCE AND MANAGEMENT

This section covers all areas of governance and Management throughout Infinity Supports WA operations.

PART 2. PARTICIPANTS, FAMILY, CARERS AND OTHERS

This section identifies areas relating to participants, family, carers, and others.

SECTION 1 – GOVERNANCE AND MANAGEMENT

1.1 Governance Policy and Procedure

Policy and Procedure

Infinity Supports WA implemented the Governance policy and procedure to provide a systematic and organised approach within the organisation to establish a framework aimed to support correct Governance. It allows Infinity Supports WA to remain professional and participant centred at all times. Operation in accordance with relevant standards is highly recognised, which allows Management of Infinity Supports WA to fulfil laid out and recommended responsibilities.

The Governance policy and procedure allows for a thorough overview of Infinity Supports WA's foundation as well as operation. Providing room for improvement, evaluation, and implementation.

Governance specifically refers to providing a system for Infinity Supports WA workers that is clear, easily understandable and participant centred at all times. It incorporates many aspects of audits, reviews, and reporting, which is fundamental to Infinity Supports WA operation.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Governance	A system of rules put in place to ensure consistency throughout the business.
Workers	An individual with a position in the business.
Conflict of interest	A situation where an individual will be benefited from a specific outcome, which can cause legal consequences.
Conflict	A serious disagreement or argument.
Management	Process of dealing with or controlling thing or individuals/groups.

Policy

Responsible and precise management arrangements demonstrate that Infinity Supports WA helps and enhances its workers delivering safe and secure quality services to its participants. Infinity Supports WA Services has appropriate policies to thoroughly examine its operations in all areas. It incorporates worker responsibilities, overall operation, compliance, audits, and reviews. This crucial for the success of the business, as well as consistency and respect towards all workers.

This Policy and Procedure complies with all relevant legislation, regulations, and contractual arrangements.

Worker Responsibilities -



Procedure

S. Birkett and A.Sekar are trading as Infinity Supports WA which is a PTY LTD company formed in 2021.

The policies and procedures of Infinity Supports WA must encourage outstanding governance and will be periodically checked to confirm adherence with relevant regulations, standards, and contractual commitments. Infinity Supports WA should maintain effective mechanisms, that in effect facilitate excellent governance and making firm Management choices that will lead to increased capacity and service results.

Infinity Supports WA is committed to excellent governance, supporting participant's safety, and encouraging workers by establishing management duties and striving to adopt best practices throughout facilities. Infinity Supports WA promotes fairness, accountability, and transparency, by giving clear rights and obligations to workers, Management and participants.

Organisational Structure and Chart

Infinity Supports WA must continue to manage and maintain areas of the business, such as finances, updated information on services available, IT updates and Management, ongoing improvements of services, and feedback monitoring and adapting policies, if necessary. This is done monthly at a minimum, by the Directors and a management team if there is one.

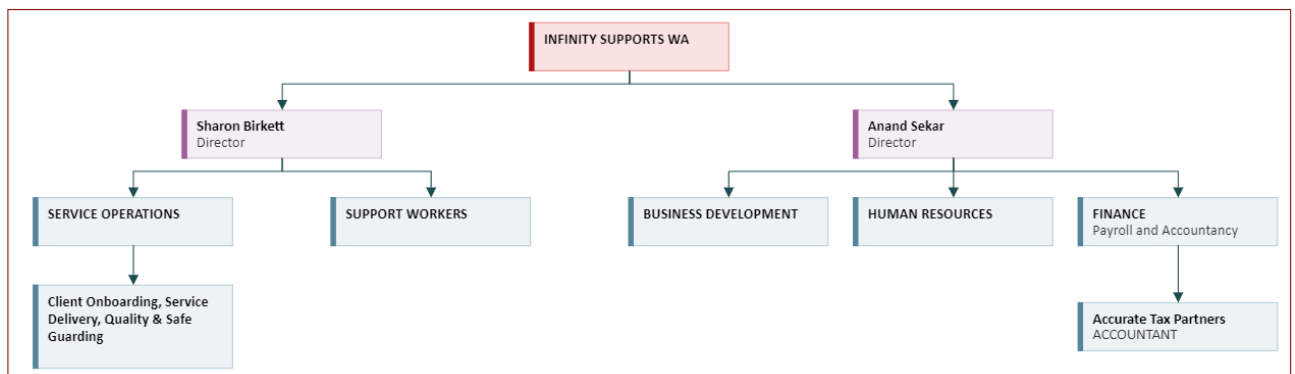
There is a quarterly governance report requires to be made to Management. This will cover all aspects of the business, such as services, participant management, risk management and feedback for both workers and participants, IT management, maintenance of human resources and any financials for the Infinity Supports WA.

Furthermore, there is also an annual report summary submitted to report to Management on the Infinity Supports WA financial and performance status.

Shift Care is used for service delivery recording, monitoring and reporting. This system makes Management for Infinity Supports WA much more efficient and reduces administrative work.

Xero is the system that is utilised throughout Infinity Supports to maintain all financial aspects. This system keeps record keeping simple, the program is easily accessible off any device and includes automatic updates without the need for purchasing software updates.

Organisational Chart:



Infinity Supports WA Directors will be responsible in making major corporate decisions, managing the overall operations and resources of Infinity Supports WA. Infinity Supports WA Directors will act as the main point of communication between management and corporate operations and being the public face of the Infinity Supports WA.

Director will elect a representative in the absence of he/she and this will be communicated to all staff member in Infinity Supports WA.

Qualifications and Experience of Management, Teaching and Personal Growth Skills

With reference to the Human Resources Policy and Procedure, all Infinity Supports WA workers will be required to partake in an orientation, which is continuously maintained through ongoing training and support, external training opportunities and opportunities for advancement. To keep a record of workers performance, assessments will be made to assist in their ongoing improvement and development. Management of Infinity Supports WA will complete orientation and Induction.

Prior to recruitment, all workers and Management will need to have their qualifications viewed as well as necessary experience sought upon by either Management of Infinity Supports WA or the Directors. It is preferable that any new Management personnel of Infinity Supports WA has had previous Management skills or extensive knowledge in their specific work area. However, this will be decided upon by the Directors.

Infinity Supports WA will ensure to conduct a service with professionally trained workers, equipped to deal with relevant situations. The management team must ensure that they are able to efficiently meet the duties of the team, such as NDIS knowledge, services and feedback from participants and workers.

To ensure that the performance and abilities of the Directors and Management are continuing to improve and develop, performance reviews will be conducted by the management team (or external source if no team).

Conflict of Interest

Workers should avoid any dispute with their personal interests or any other individual's interests and their duties to Infinity Supports WA. To monitor and enforce this, Infinity Supports WA will require all workers to complete a Conflict-of-Interest form which states how the conflict of interest will be managed. It is expected that all staff conduct their work with the best interest of the organisation at centre.

Supporting Documents

Documents relevant to this policy and procedure include:

- Organisation Chart. BF004
- Meeting Agenda. BF006
- Meeting Minutes. BF007
- Conflict of Interest Form SF006
- Conflict of Interest Register RO5

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1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.2 Compliance Policy and Procedure

Policy and Procedure

This policy and procedure aim to ensure Infinity Supports WA, and its workers are compliant with the standards, laws and regulations set out in the NDIS Practice Standards and the NDIS Code of Conduct. This is done to ensure all approved providers are providing quality care to all participants.

Infinity Supports WA and its workers will ensure to adhere to the NDIS standards and take relevant measures to ensure there is no breach of compliance. A breach of compliance may result in the NDIS Commission investigating and resolving the situation in accordance with the Compliance Pyramid.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Compliance	The definition of compliance means following a rule or order. An example of compliance is when someone is told to go outside, and they listen to the order. An example of compliance is when a financial report is prepared that adheres to standard accounting principles.
Breach	An act of breaking or failing to observe a law, agreement, or code of conduct.
Repercussions	An unintended consequence of an event or action, especially an unwelcome one.
Investigation	The action of investigating something or someone; formal or systematic examination or research.

Policy

The sole purpose of this policy is to ensure Infinity Supports WA, and its workers, enforce the necessary practices to adhere to NDIS Practice Standards and the NDIS Code of Conduct. This is done to ensure Infinity Supports WA, and its workers can effectively promote and provide quality care for all participants.

In addition to this, it is imperative for Infinity Supports WA and its workers to maintain a positive attitude and utilise the capabilities of all workers to provide the most efficient care for their participants.

Infinity Supports WA is aware that compliance breaches are to be handled by the NDIS Commission, where they may investigate and resolve matters using the Compliance Pyramid. This includes matters involving registered and unregistered providers and workers.

Worker Responsibilities –

- Infinity Supports WA workers must comply and adhere to the worker’s Code of Conduct as well as the NDIS Practice Standards and the NDIS Code of Conduct.
- To ensure they are aware of the possible repercussions as a result of a breach of compliance.
- Ensure induction training is completed and understood.
- Report breaches of compliance to the Directors.

Procedure

The NDIS Practice Standards

Infinity Supports WA will ensure to implement and adhere to the NDIS Practice Standard’s to provide all participants with high-quality care and support.

Infinity Supports WA will maintain certification against these Standards every three years. Maintenance audits are undertaken on a 12-18-month basis based on the services provided.

The following outlines the NDIS Practice Standards that Infinity Supports WA will implement and adhere to.

For more information regarding the Practice standards, refer to: <https://www.ndiscommission.gov.au/sites/default/files/documents/2018-07/NDIS%20Practice%20Standards.pdf>

<u>Schedule 1 – Core Module</u>	<ol style="list-style-type: none"> 1. Provider governance and operational Management 2. Provision of supports 3. Rights of participant/s and responsibilities of providers 4. Support provision environment.
<u>Schedule 2 – Module 1</u> <u>High-Intensity Daily Personal Activities</u>	<ol style="list-style-type: none"> 1. Tracheostomy Management 2. Enteral Feeding and Management 3. Complex Wound Management 4. Urinary Catheter Management 5. Complex Bowel Care 6. Ventilator Management 7. Subcutaneous Injections

NDIS Code of Conduct

The purpose of the NDIS Code of Conduct is to ensure all participants health, safety and well-being are adhered to, thus allowing Infinity Supports WA to provide quality care to all who require their service.

Infinity Supports WA will enforce the necessary measures and strategies to ensure the Codes of Conduct are thoroughly implemented within the procedures of Infinity Supports WA. All workers of

Infinity Supports WA are expected to follow and adhere to these procedures, thus achieving the best possible quality of care for their participants.

For more information regarding the NDIS Code of Conduct, refer to:

<https://www.ndiscommission.gov.au/sites/default/files/documents/2019-05/code-conduct-workers-mar-2019-11.pdf>

Below outlines the specific requirements outlined in the NDIS Code of Conduct that Infinity Supports WA will implement within their procedures and practices:

1. Act with respect for individual rights to freedom of expression, self-determination and decision-making following applicable laws and conventions.
2. Respect the privacy of people with disability.
3. Provide supports and services in a safe and competent manner, with care and skill.
4. Act with integrity, honesty, and transparency.
5. Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability.
6. Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect, and abuse of, people with disability.
7. Take all reasonable steps to prevent and respond to sexual misconduct.

Compliance Requirements

To fully comply with the requirements, Infinity Supports WA will ensure to implement these measures within their service to ensure all participants are receiving the standard quality care they deserve.

Infinity Supports WA and its workers will be required to:

- Respect the privacy and dignity of all participants.
- Ensure all participants have the opportunity to engage in decision-making regarding their goals and the planning and delivery of supports.
- Ensure all participants are supported when engaging in decision-making concerning their goals and the planning and delivery of supports.
- Encourage and support social and economic participation and independence.

By doing so Infinity Supports WA and its workers are able to adhere to the requirements of compliance, thus preventing an occurrence of a breach.

Compliance Breaches

Infinity Supports WA and its workers understand and acknowledge the seriousness of a breach of compliance and will implement the necessary measures to ensure all compliance breaches are managed efficiently and effectively.

Upon detection of a compliance breach or possible compliance breach, workers must inform the current Management of the occurrence. The information regarding the violation will be disclosed to Infinity Supports WA Directors, who is responsible for monitoring and documenting the breach using the Compliance Register.

If a worker of Infinity Supports WA is the person responsible for the breach, they may be required to regularly report to their assigned delegate who is responsible for monitoring and reporting their

behaviour and actions to the Directors. This information will also be reported and documented in the Compliance and Enforcement Register.

In the event of a minor compliance breach, it is the responsibility of the Directors to investigate and resolve the issue in order to restore compliance and provide security within Infinity Supports WA.

If the compliance breach is serious in nature, the NDIS Commission may be notified and are likely to intervene. An investigation will be conducted to determine the seriousness of the violation and penalties will be distributed accordingly. Infinity Supports WA will support the investigation and provide the Commissioner with all relevant information and documents regarding the compliance breach.

Reviewing Compliance

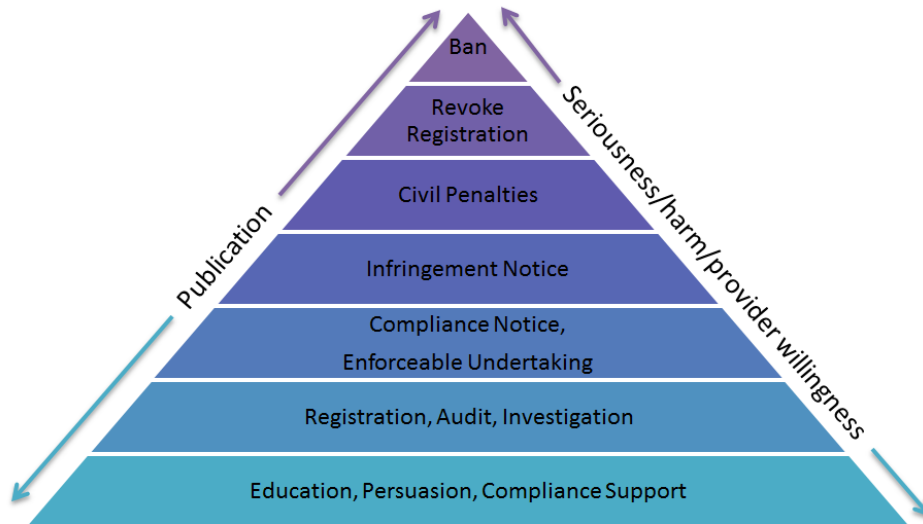
Infinity Supports WA Directors oversees and reviews the compliance of Infinity Supports WA and is accountable for:

- Improving compliance across all Infinity Supports WA practices.
- Cultivating a compliance-conscious atmosphere through changes to appropriate demands and regular data exchange sessions on worker meeting agendas.
- Improving compliance across the business.
- Ensuring workers are aware of their compliance obligations and create an environment for compliance.

Infinity Supports WA Manager reports to the Directors (unless they are the same person) on compliance issues and are tracked by the Directors utilising Infinity Supports WA Compliance and Enforcement Register. This involves internal inspections and conducting external audits. At the same time, Directors monitor changes to Infinity Supports WA compliance requirements through regular checks, communication with relevant government agencies, checking of appropriate feedback databases, and annual internal audits for Infinity Supports WA. When appropriate changes are made, workers will be informed as soon as possible.

NDIS Commission Compliance Pyramid

The purpose of the compliance pyramid is to illustrate the possible repercussions of a compliance breach. The NDIS Commission utilise the pyramid to ensure a proportionate and responsive approach to regulation is implemented when handling breaches. Infinity Supports WA and its workers are aware and understand the possible repercussions of a severe or minor compliance breach.



Supporting Documents

Documents relevant to this policy and procedure include:

- Infinity Supports WA NDIS Certificate of Registration (to be obtained)
- Internal Review and External Audit Schedule RO18
- Feedback Forms CF019
- Feedback Register RO11
- Compliance and Enforcement Register. RO3

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1.3 Records and Information Management Policy and Procedure

Policy and Procedure

This policy and procedure will provide workers with the relevant information on the development and continued maintenance of documentation and records, as well as ensuring to clarify the responsibilities of the workers. This information will apply to all workers, Managers, and documents that relate to the company; ensuring it meets all relevant legislation, regulations, and standards.

The objective of this policy and procedure will ensure that all the information provided to Infinity Supports WA workers, are accurate, reliable, and functional, providing clear evidence of decisions and transactions, that promote business operations and formulate policies and methods. The goal is to ensure Infinity Supports WA meets the requirements and expectations of the community.

Information and documentation created for Infinity Supports WA records and information designed or developed in all formats, including:

- Paper documents.
- Emails.
- Text signals.
- Audio image equipment.
- Business system data.

All systems used to generate, maintain, and store information and records, including:

- Email correspondence.
- Websites.
- Databases.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Information Management	Is the collection and management of information from one or more sources.
Information	Facts provided or learned by something or someone.
Records Management	A method for monitoring the production, collection, maintenance use and storage of documents; this includes procedures for how the Infinity Supports WA conducts their record-keeping, as well as business details and transactions.
Retention and Disposal Schedules	This is the recordkeeping produced and maintained by Infinity Supports WA, as well as ensuring proper means for discarding the record appropriately.
Record	A record is a thing comprising of evidence about the past; it is an account kept in writing or another permanent form.

Policy

A well-maintained records Management system supports the production of quality services to participants. Infinity Supports WA is committed to the development and maintenance of data and record management methods that satisfy the needs of the company, legislative requirements, and compliance standards.

Infinity Supports WA's information and records are resources which are vital for ongoing procedures and valuable evidence of business choices, operations, and transactions. For Infinity Supports WA to efficiently and effectively develop and maintain their business, data creation and maintained must follow all phases of the data life cycle. The cycle begins with the creation of the record, which is the initial development. The process then continues into storing and using; this involves the appropriate storage methods are being followed, as well as the correct means of use, including confidentiality and security. The next stage of the cycle is archiving; this is when inactive documents are stored for their required time before the final stage of the cycle is implemented. The final stage is the disposing of records, destroying correctly archived documents.

Procedures

Infinity Supports WA utilises and implements the Records and Information Policy and Procedure to ensure all vital documentation and resources are stored and achieved in a safe and effective manner. At the beginning of employment, all workers are expected to undertake an induction, providing them with information in confidentiality, privacy, and information management; this is underlined in Infinity Supports WA Human Resources Policy and Procedure. Workers are then continuously reviewed regarding their knowledge and process of implementing data protection and information. The reviews are regular, and workers will be required to do further training if needed.

Any work-related data must remain in the Infinity Supports WA unless permission is granted by the Directors. Any data generated by Infinity Supports WA workers during their employment, or obtained by workers from information development by Infinity Supports WA, is the property of Infinity Supports WA including but not limited to:

- Equipment-based.
- Paper.
- Electronic.
- Or any other format.

Freedom of Information

Infinity Supports WA utilises a Consent to Share Information Request Form to allow any persons wishing to access information understand the Rights and Responsibilities behind the requirement. The Directors of Infinity Supports WA is responsible for receiving this form and following through with approval if adequate. Infinity Supports WA understands that they may be required to provide personal documentation, information or records to personnel requesting it. These persons may include:

- Participants themselves.
- Government authorities/agencies.
- Participants Representatives.

- Participants Families or Carers.

Hard Copy Records

It is important that hard copy documents are:

- Kept safe, maintained, and inspected regularly.
- Kept free of water, mould, and dampness.
- Pest management systems.
- They should be kept away from the immediate risks of sun, heat and fire.
- Restrictions implemented to decrease chances of theft, misuse or lost records.
-

Private information belonging to the Infinity Supports WA is required to be stored in a locked cabinet. Keys used for cabinets must also be locked away and only be accessed by authorised workers when necessary. In the case that confidential records need to be moved from Infinity Supports WA premises, it must be placed in a non-transparent lockable item (box, folder, briefcase).

Electronic Records

To ensure security all Infinity Supports WA business systems and computers will be password-protected and be limited to specific ranked workers. All workers must use different usernames and passwords to ensure control and security of services.

Continuing to ensure the security of records, Infinity Supports WA will utilise protective systems for preserving and maintaining their electronic information, that satisfies relevant legislative and legal obligations.

These systems have back-up and disaster response arrangements to ensure security further. Formats that are not suitable for business records include:

- Email folders.
- Shared folders.
- Personal drives.
- External storage devices (USB, hard drive).

Infinity Supports WA utilises and maintains Electronic Records depending on the type of documentation and it's presented format. Infinity Supports WA always aims to keep all documentation secure and safe from damage, harm, or misuse. Infinity Supports WA chosen information system is Shift Care.

Infinity Supports WA also recognises the need to maintain a strong and secure Financial Management system. Infinity Supports WA Financial System is XERO.

Management of Records

For guidance on which system information should be placed on, workers can contact the Director. All documents must be stored securely and in the appropriate categories. If information is received in a digital format, then this format should be maintained. Digital documents should not be converted to a different digital format; it is essential to keep its original format.

Archiving Electronic Records: If electronic records are not contained in an information Management system, the data must be maintained for internal or external access on a secure platform. Care must be taken when upgrading applications to ensure that all file formats and record-keeping equipment remain accessible as long as the document is needed to be preserved. Using archive facilities in the electronic information Management systems of Infinity Supports WA, electronic records will be archived.

Archiving Hard-copy Records: To ensure all records are kept in their retention period for the correct amount of time, they mustn't be moved from their area until their retention time is up.

When archiving documents all extra materials, such as plastic sleeves, rubber bands, etc., must be removed from the document before being archived. All inactive documents must remain together in an archive cabinet.

Every archived cabinet must:

- Each cabinet must be numbered and stored in a safe place.
- Attach a list of the contents to the archive cabinet.
- Be stored in a locked, secure room kept from any damaging situations (e.g. moisture, fire, pests, etc.).

Infinity Supports WA method of destroying Hard Copy documents is by shredding.

As information deleted on an electronic device can be restored, storage devices must be destroyed physically. If required, Infinity Supports WA will contact an external company such as an IT Technician to remove or destroy any files.

Using Records

As described in the Privacy and Confidentiality Policy and Procedure, personnel are only to access records required to perform their duties. Workers need to secure and lock unattended computers to protect documentation.

Connection to Infinity Supports WA information Management systems must be accepted by the Directors. Access to information systems will be evaluated periodically by the Directors and may be modified, withdrawn and dismissed if the position of the worker's changes.

The Directors perform annual physical and electronic access audits to ensure Infinity Supports WA safely and securely stores the records. Infinity Supports WA checks the workers use of documentation on a frequent basis and conducts file audits to verify that documents are reliable, complete, and guidelines are abided.

Should any passwords be known by any worker or employee leave Infinity Supports WA, the Directors will ensure all passwords are changed.

Archiving Requirements

Records considered to be public shall be kept for the times stated in the:

<u>WESTERN</u>	- Relevant Retention and Disposal Schedule (State Records Office of Western Australia)
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<u>AUSTRALIA:</u>	- [http://www.sro.wa.gov.au/state-recordkeeping/disposal-state-records]
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- Businesses are required to establish and maintain documents for each worker from the time of initial hiring for an ongoing seven years.
- In most instances, the document of Infinity Supports WA are not for public access, as they contain private data subject to State and Federal Privacy Law.
- Documents must be retained for at least seven years from the date of creation if relating to NDIS operations.
- Infinity Supports WA is required to keep records for up to five years, from the date of creation for The Australian Taxation Office (ATO).
- Businesses must maintain documents from the time they were established for up to seven years for the Australian Securities Investment Commission (ASIC).

Supporting Documents

Documents relevant to this policy and procedure include:

- Privacy and Confidentiality Policy and Procedure 1.6
- Internal Review and External Audit Schedule RO18
- Consent to Share Information. CF005

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1.4 Fairness, Prejudice and Workplace Harassment Policy and Procedure

Policy and Procedure

Infinity Supports WA utilises the Fairness, Prejudice and Workplace Harassment policy and procedure to promote the health, safety and wellbeing of all persons related or within Infinity Supports WA. Any workers within Infinity Supports WA are required to operate in accordance with all set-out protocols to ensure fairness and equality is continuously provided.

The aim of this policy and procedure is to provide Infinity Supports WA with the appropriate guidelines to ensure all workers are treated with respect, dignity and have equal opportunity regardless of other circumstances or presentations.

Prejudice	preconceived opinion that is not based on reason or actual experience.
Sexual Discrimination	When someone is treated less favourably than a person of the opposite sex would be treated in the same or similar circumstances.
Ethnic Discrimination	Discrimination based upon a person's immigration status, ancestry or cultural or country of origin and a person's ethnicity.
Disability Discrimination	When you are treated less well or put at a disadvantage for the reason that relates to your disability.
Age Discrimination	Age discrimination in employment occurs when an employee or prospective employee is subject to unfair or different treatment in respect of his or her employment on the ground of age.
Fairness/equity	Impartial and just treatment or behaviour without favouritism or discrimination.
Sexual Harassment	Behaviour characterised by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation.
Workplace Harassment	Workplace harassment is the belittling or threatening behaviour directed at an individual worker or a group of workers.

It ensures policies are put in place for efficient resolution of any matters. If Infinity Supports WA does not hire workers or volunteers, this area is relevant and important to the whole corporation. In this case, comparisons to workers often extend to administrators.

This extends to all workers and meets relevant laws and regulations and standards.

Definition

Policy

Utilising various policy and procedures, such as Human Resources, Workers Code of Conduct and Feedback, Compliments and Complaints, Infinity Supports WA must ensure that all workers are contributing to a safe, positive, and equitable environment. Infinity Supports WA will make any relevant changes to provide a positive work environment. Infinity Supports WA will continue to

develop and maintain policies and systems in place to support equal opportunities for all workers and continued development of services applicable to workers for needs such as counselling and special needs. Infinity Supports WA is an equal opportunity provider, which means they must ensure they are abiding by state and federal laws surrounding equal opportunity.

Procedure

Infinity Supports WA must ensure that they are regularly monitoring and adapting their systems to meet the standards of the Equal Employment Opportunity (EEO). These can be but are not limited to workplace and education advancements, wages, end of employment policies, evaluation policies and complaint policies.

All-encompassing Language

Workers must ensure that when composing any documents, they must not contain any form of racism or sexist terms. All documentation must be inclusive regarding a person’s sex or race. Workers must strive to use non-binary pronouns, such as them, their and they; to limit any conflicts and to limit judgements passed on workers. Exclusion of male-dominant terms will also support a non-sexist work environment.

Harassment

Any form of harassment within the workplace against another worker or public participant will not be accepted. If a worker has been found responsible for any harassment issues, they may be subject to consequences regarding their employment in conjunction with Infinity Supports WA Human Resources Policy and Procedure. Types of harassment include racial abuse, sexual harassment, transgender or homosexual maliciousness and slander regarding HIV/AIDS.

Incorrect Operation

Any violations of this policy and procedure should be communicated immediately to the Directors or if not practical, then the management team. Violations will be handled critically and securely to limit consequences. If a worker believes that they have experienced some form of harassment or discrimination, after communicating to the Directors they must fill out and submit an official complaint, which the Directors will view in conjunction with the Disputes and Grievances Policy and Procedure. Concerning the Incident Management Policy and Procedure, the matter should be handled in a swiftly and efficiently.

Supporting Documents

Documents applicable to this policy and procedure are:

- Disputes and Grievances Policy and Procedure 1.5
- Workers Code of Conduct. 1.23

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.5 Disputes and Grievances Policy and Procedure

Policy and Procedure

All matters relating to complaints or disagreements from Infinity Supports WA workers will have outlined steps within this policy and procedure of how to handle these matters. Workers can refer to Infinity Supports WA Feedback, Complaints and Dispute Resolution Policy and Procedure to handle any complaints or disagreements. Infinity Supports WA will resolve all complaints and disputes in a way that is reasonable and understandable by all workers. This policy and procedure must abide by current legislation, regulations, and standards, and covers all workers.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Complaint	Where a worker has made an official complaint regarding the corporation or another worker.
Feedback	Is the return of information based on an individual's performance.
Disagreement	Conflict or dispute that may occur as a result of bigotry, intimidation and any other actions amongst workers as well as the company.
Sexual Harassment	Persistent behaviour, other than sexual harassment, by one worker or community of staff inappropriate, unsolicited, and considered offensive, disruptive, embarrassing, or harmful by another member of the workplace.
Grievance	An official statement complaining about something wrong or unfair.
Intimidation	Frighten or threaten someone to do get what one wants.
Dispute	A disagreement or argument about something.

Policy

It is the responsibility of Infinity Supports WA to maintain and continue to develop the connection between Management and workers.

Workplace complaints and disagreements can occur for an array of reasons, but are not restricted to:

- Intimidation.
- Harassment or prejudice.
- Disagreements between a worker and his or her manager or supervisor or among workers/volunteers.
- Concerns linked to in-house Infinity Supports WA procedures.

Any complaints and disagreements that arise within the corporation are to be managed with efficiency and discretion. This will involve all relevant parties working together, engaging in open conversation, to come to a resolution that is satisfactory for all. During the resolution process, all employee duties remain the same unless any persons may be in danger.

Procedure

Infinity Supports WA will utilise the Feedback, Compliments and Complaints Policy and Procedure to ensure an updated and maintained Dispute and Grievances Policy and Procedure, suited to the workplace as well as relevant legislation. Often circumstances can occur where an individual is under the impression that an action by Infinity Supports WA was taken unethically, incorrect, or adversely affecting them. When, with reason, the individual claims that judgement is unreasonable, they may present a grievance in compliance with this procedure. Any complaints must be examined in an unbiased approach, and all complaints will be considered in high regard.

Infinity Supports WA Management for resolution of complaints and disagreements, including reaching an agreement that takes into consideration the opinion of all involved, reduces the occurrence of differences and allows all involved to represent their disagreement or complaint in an outlined method.

There are cases in which a complaint may not be filed, and other applicable policies and procedures protect these. For instance, issues that are being handled or have been settled by external agencies, a concern of work duties regarding a member of the workplace, decisions pertaining to employers' compensation claims, and when workers issues have not been resolved. Disagreements and complaints must be treated with the utmost privacy by all concerned, and the claimant must not be mistreated.

Officially Reporting Grievances

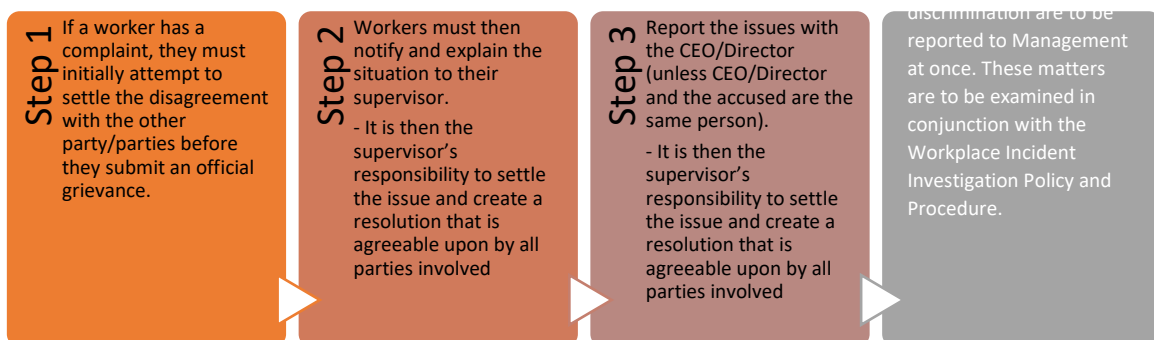
If a conflict cannot be settled, a grievance should be submitted by the representative of the workers at Infinity Supports WA to the Directors in writing form. These reported grievances have essential information that must be included in the record. These include a record of anyone involved or who observed the incident, the decisions made with reasoning, date and time of the incident, detailed explanation of the negative impact the experience had on an individual or group, any prior made decisions in an attempt to provide a resolution, and how you wish to proceed to resolve the situation.

All this information must only be submitted to the Directors unless there is a conflict of interest. The grievance will then be handled by your next in charge or an independent party.

Investigating Complaints/grievances

Ensure the management of complaints holds up to equality and integrity, as it can result in strengthening or weakening the investigation of the workplace. Infinity Supports WA must upkeep procedural equality by relying on a worker's findings, and the investigation regarding workplace decisions and Infinity Supports WA must defend all parties involved and their interests throughout the investigation.

Disagreements



Directors must investigate a formal complaint once it has been lodged within five working days. If the Directors has a clashing concern regarding the formal complaint, the supervisor will be appointed to oversee the investigation, if this is also not practicable or possible, an investigative committee that has been outsourced shall be selected to perform the inquiry.

The selected investigator must ensure that the accused is innocent until proven guilty with fair opportunity to respond, the matter is kept private, accused are informed of all accusations, the investigation will be conducted in a reasonable amount of time, enough evidence is procured before judgment is passed, and those involved have the option of having a support person sitting in on investigative discussions.

Interviews are to be held with all parties involved, including the individual who lodged the complaint, the individual who is being accused (a support person may attend for both the accused and the victim) and any persons that have information regarding the matter and any other relevant parties involved. The support person's responsibility is to provide moral support; they cannot respond to questions on behalf of the person they assist or give their personal views, feelings or insights. The support people must not be involved in the investigation in any other way.

Throughout the investigation, all parties will be given a chance to detail the events and explain the situation on their account. All interviews are always to be performed while upholding administrative equality and be impartial of all involved. Any interviews or concerns conducted during the investigation must be documented.

Conclusion & Determinations

When a disagreement or complaint may be upheld, depending on the nature and severity of the complaint, the individual who caused the altercation may be required to but is not limited to: undertaking additional training, given a written warning, apologise to the individual that filed the grievance, undertake counselling, receive a demotion, be transferred or be let go due to the resentment.

When a disagreement or complaint may not be upheld due to the absence of evidence, Infinity Supports WA can recap all workers of their responsibilities regarding the Code of Conduct and Infinity Supports WA Equity, and Anti-Discrimination and Workplace Harassment Policy and Procedure. Infinity Supports WA can organise workers to be retrained regarding discussion and disagreement skills and resolutions and addressing conflicts that may arise between workers that have been noticed by supervisors and given the opportunity for counselling.

If the disagreement or complaint is discovered to be a frivolous complaint, Infinity Supports WA may request supervisors to recognise potential problems and recommend all workers to undergo communication skills and conflict resolution. Infinity Supports WA will kindly inform all workers of their expectations under the Code of Conduct and Infinity Supports WA Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure and provide counselling to their workers.

Based on the severity of the claims, the person that complained may be subjected to writing a formal apology document to the individual that had these accusations against them. Disciplinary actions of employment such as a documented warning, demotion, dismissal, counselling or additionally are required to partake in further education.

If a solution regarding any complaints or disagreements cannot be reached, the individual that lodged the grievance has the right to outsource the matter to an external organisation, such as the Fair Work Commission.

Workers are entitled to petition against any ruling regarding disagreements. These petitions must be submitted in writing to the Directors. Workers that successfully challenge the appeal will have all aspects reconsidered for correctness. Workers who fail to appeal will have their original judgement reaffirmed for them. Directors will determine the definitive conclusion.

Supporting Documents

Documents applicable to this policy and procedure are:

- Human Resources Policy and Procedure. 1.18
- Workers Code of Conduct.1.23
- Workplace Incident Investigation Policy and Procedure.1.22

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.6 Privacy and Confidentiality Policy and Procedure

Policy and Procedure

This policy and procedure have been structured to communicate to workers correct and appropriate means for the security of confidential information, and the benefit of the company. This policy and procedure extend to all Infinity Supports WA workers, and failure to abide by this will result in strict disciplinary action. This Policy and Procedure also relates to the Records and Information Management Policy and Procedure; therefore, for further information, reference the Policy and Procedure where required. Furthermore, it incorporates and utilises the policies and procedures outlined in Infinity Supports WA General Privacy Policy and Procedure.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Health Information	Data related to a person's medical history, including symptoms, diagnoses, procedures, and outcomes.
Confidentiality	The state of keeping or being kept secret or private, professionals should not share personal details about someone with others, unless that person has said they can, or it is absolutely necessary.
Personal Information	Any information relating to an individual.
Sensitive Information	Data that must be protected from unauthorized access to safeguard the privacy or security of an individual or organisation.
Privacy	The state of something being free from public attention.

Policy

Infinity Supports WA supports the privacy and confidentiality of their workers and participants through the utilisation of the Records and Information Management Policy and Procedure. Infinity Supports WA is required to maintain the protection of workers and participants privacy continuously. Every person has the right to decide whom to share personal information. Workers remain responsible for the privacy and security provided to the participants and fellow workers. Before any information is gathered, Infinity Supports WA must ensure that the information will be used correctly and appropriately.

The procedures of privacy and confidentiality communicate with the lifecycle of data as follows:

- Create a collection of all forms of participant details and any other relevant information as well as service agreements to ensure they have given both verbal and written consent.
- Store all information securely as per the Records and Information Management Policy and Procedure and limit access.
- Use the information to update when applicable, disclose the information to staff members and report if necessary.

- Archive the documents securely once the participant has exited the service as per the Records and Information Management policy and procedure and limit access.
- Once the archive period is complete, dispose of documents securely as per the Records and Information Management policy and procedure.

Procedures

The Directors are committed to ensuring that Infinity Supports WA follows the 1988 (Cth) Privacy Act standards, as well as any other relevant government and territory laws and specifications.

Which can include but is not limited



It is the responsibility of all Infinity Supports WA workers to read and comply with the state and federal legislation concerning privacy and confidentiality, including this policy and procedure. This includes:

- Collection/Creation
- Process
- Storage
- Utilisation
- Disclosure
- Disposal.

Infinity Supports WA is required to give workers appropriate training regarding their knowledge of systems in place for the confidentiality of company data; this will be done through performance reviews. If it is found that a worker does not encompass correct knowledge, extra training may be given to ensure consistency throughout Infinity Supports WA, with conjunction with the Human Resources Policy and Procedure. The Infinity Supports WA Privacy Statement must be in the Infinity Supports WA Participant Handbook.

Participant Information Collection and Consent

Infinity Supports WA will only require confidential information to determine potential participants suitability for a service and to monitor the services provided.

A participant is entitled to supply, access, update and use any personal information if necessary to ensure correct information is in the system, they may refuse to disclose some information and have the right to revoke their consent to disclose personal information.

Personal participant information that Infinity Supports WA collects. Involves but is not limited to:

Incident reports | Emergency contact details | Consent forms

Health status | Contact information | Medical Documents

Immunisation records | Organisation information

Development of records, plans, portfolios and observations

Intake of delivery services, assessment and data review

Before collecting personal information from participants or their advocates, Infinity Supports WA workers must clarify why the information is being collected, exactly how it is being stored and used as well as why Infinity Supports WA requires the information. Infinity Supports WA only gathers the necessary personal information of participants for the protected and adequate provision of services. All private and confidential information must be stored safely.

Infinity Supports WA workers will support participants if they need to gain access to an interpreter if required. Participants, their family members and advocates are accountable for ensuring the correct use of others personal information, the return of the Multimedia form, respecting peoples wishes not to be captured on camera, and ensuring the communication of accurate information.

Following the information provided in this policy and procedure, Infinity Supports WA workers must use a Consent Form to verify and clarify the information stated in this policy and procedure. This consent form indicates whether participants have allowed Infinity Supports WA to hold, retain and use vital information of the participant. This information may include the following; however, is not limited to:

- Full Name.
- Nationality.
- Date of Birth.
- Preferences.
- Personal Goals.
- Medical Information.
- Referrals.
- Case/Progress Notes.

If an individual is in a situation where they are unsure about disclosing another’s personal information, they should communicate and discuss with the Directors.

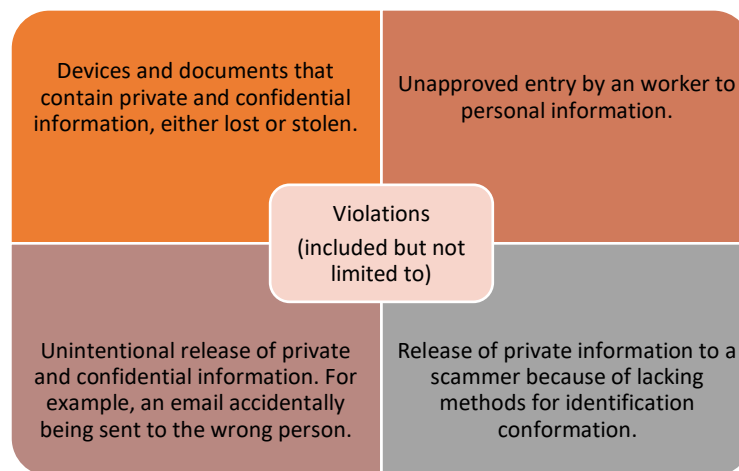
International: Infinity Supports WA is required to ensure that any foreign participants do not violate any Australian Privacy Principles (APPs); this is under the Privacy Act 1988. However, this requirement will not apply if the foreign participant is dependent to legislation or binding system, in which has the power to protect the private and confidential information in an approach significantly equivalent to that delivered by the APPs.

Storage and Access

View Infinity Supports WA Records and Information Management Policy and Procedure for additional details on exactly how Infinity Supports WA systems are able to ensure privacy for storing, and protection of private data.

Notifiable Data Breaches Scheme

The Notifiable Data Breaches (NDB) Scheme is a federal scheme under the Privacy Act 1988 (Cth). Infinity Supports WA is required to report any incidents to the Australian Information Commissioner. A data breach happens when the private information retained by companies is damaged, or exposure to it is not permitted. A violation of the data can occur as a result of the failure of Management or security system, deliberate intent or technical failure. Additionally, damage can be done that causes significant economic harm.



Identifying a Notifiable Data Breach

A Notifiable Data Breach occurs when Infinity Supports WA is unable to prevent the potential risk of harm through corrective measures. It also occurs when release or access to private information was not permitted, or data lost in circumstances in which unauthorised access or release is probable to be present. Release or loss is expected to affect all individuals involved with the information.

Serious damage may include damage to credibility in the form of a breach of information. Which may result in:

- Physical damage.
- Emotional damage.

- Financial damage.

Any suspected or current information breaches must be identified to the Directors, who is responsible for assessing the action of Infinity Supports WA and if the breach is to be registered under the NDB Scheme. It will not be considered a notifiable data breach if the Directors of Infinity Supports WA responds promptly to reduce the information violation.

Responding to a Data Breach

Should the situation arise where any persons of Infinity Supports WA believe there has been a significantly damaging data breach, the Directors are responsible for the immediate investigation of the incident. If required, the Directors may liaise with external organisations to minimise the opportunity of reoccurrence, theft and harm. If the data breach is considered notifiable by the Directors, the Data Breach Response Team of Infinity Supports WA must be advised.

The Directors are responsible for:

- Support for risk leadership, assessing danger from infringement.
- Providing media/communications knowledge and helping to communicate with impacted people and deal with media and external stakeholders.
- Act as Project Manager, coordinating the team and supporting its participants.
- Act as Senior Worker to introduce privacy knowledge to the team.
- Act as Team Leader, accountable for guiding the reaction team
- Legal assistance, identifying legal commitments and providing guidance.
Support for information and communication technology (ICT) or forensics, helping to define the cause and effect of infringement involving ICT technologies.
- Providing information and documents Management knowledge, assisting in the review of breach-related safety and tracking checks (e.g. access, authentication, encryption, audit logs) and providing guidance on recording data breach reaction.

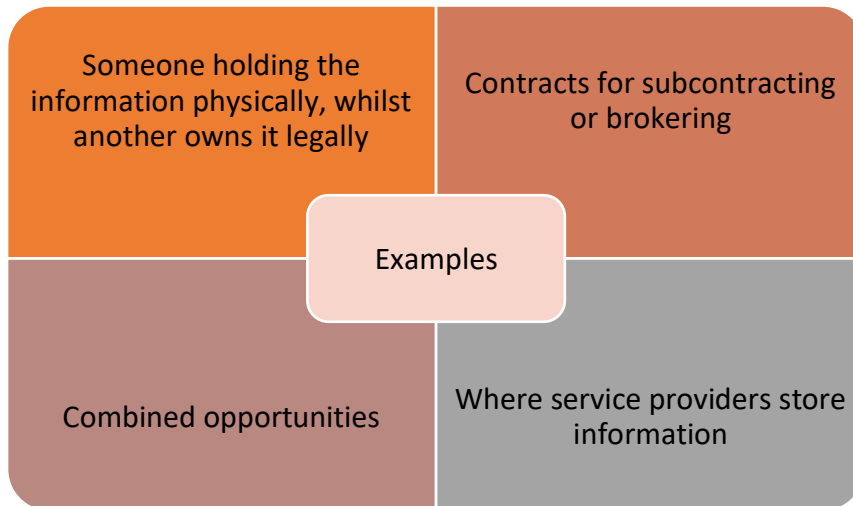
All implicated individuals will be informed of the breach of information as promptly as possible by the Data Breach Response Team. Infinity Supports WA must continuously utilise and refer to the Data Breach Response Plan should the situation occur. This event should be documented in the Incident Register, with information on which efforts were utilised to prevent the situation from occurring again.

Should a data breach event occur, Infinity Supports WA follows a methodological process to minimise the damage of the event as well as appropriate input measures to prevent future occurrence. The Data Breach Response Team or the Directors are responsible for managing this incident. They must begin with controlling information violation, meaning they must put into effect appropriate measures to minimise which information may be viewed or leaked. This can be done by removing electronic files from the location of the breach into an external hard drive inaccessible to others. They then must formulate a conclusive list/record of which information was breached and discuss or implement measures to minimise any associated or correlated threats to others. For example, Infinity Supports WA may have to change personal financial or business details to ensure the safety and protection of the organisation and its workers. Infinity Supports WA must then evaluate the overall threat and the possible extenuating circumstances that may arise due to the breach. For example, it may be notifiable to the Australian Information Commissioner or notifiable to Management, workers, or participants of

Infinity Supports WA. Infinity Supports WA must then input preventative measures to minimise the risk of reoccurrence. This may include liaising with an external organisation such as an IT company to further assistance.

Notifiable Data Breaches Involving More Than One Entity

The NDB Scheme acknowledges that private information is not often kept solely by one individual.



Other Reporting Requirements

Any breaches must be immediately reported to the NDIS Commission by the Directors of Infinity Supports WA. Breaches of information may also affect reporting obligations beyond the Privacy Act 1988, such as:

- Government Departments of the Federal, State or Territory.
- Insurance providers.
- The Australian Securities and Investment Commission (ASIC).
- Australian Reporting and Analysis Centre (AUSTRAC).
- Australian Tax Office (ATO).
- Australian Prudential Regulation Authority (APRA).
- Australian Cyber Security Centre (ACSC).
- Australian Digital Health Agency (ADHA).
- The financial service sector of Infinity Supports WA.
- Professional and regulatory organisations.
- The police or other law prosecution organisations.

Supporting Documents

Documents relevant to this policy and procedure include:

- Continuous Improvement Register RO1
- Records and Information Management Policy and Procedure 1.3
- Participant Welcome Pack CF016
- Consent Form CF005
- Multimedia Form CF009
- Human Resources Policy and Procedure 1.18
- Incident Register. RO6
- Privacy and Confidentiality Policy and Procedure 1.6

Infinity Supports WA can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.7 Risk Management Policy and Procedure

Policy and Procedure

By developing a successful risk analysis structure, this policy and procedure enforce the dedication of Infinity Supports WA to performance, advanced and secure provision of services. This Risk Management Policy and Procedure has been designed to deliver support on risk management whilst ensuring the safety of workers, focusing on business intentions, company resources and maintaining economic reliability. This explains how risks are defined and handled to interested parties and including workers and Infinity Supports WA. (Incident Management and Work Health Safety are covered in different policies and procedures).

This extends to all workers and meets relevant laws and regulations and standards.

Likelihood	The chances that something may occur.
Risk	A situation involving exposure to danger.
Hazard	A danger or risk.
Collaboration	The action of working with someone to produce something.
Probable	Likely to happen or be the case.

Policy

Risk Management is a fundamental element of strategy and administration. Infinity Supports WA is constructive in its risk management approach, integrates risk reduction expenditures with potential advantages and undertakes strategic preparation when vital threats are realised. Infinity Supports WA handles its responsibility to control and recognise all forms of risks within the working environment such as economic, environmental, health and safety, compliance and functioning hazards with utmost honesty, integrity and all manners taken genuinely.

The principal duty of care provided by Infinity Supports WA is to ensure the health and safety of all personnel and other individuals within the working environment. Infinity Supports WA duty of care guaranteeing the health and safety of everyone involved, through eliminating risks as much as possible or if the risk cannot be eliminated, reducing the likelihood of risks affecting health and safety as much as possible.

Risk assessment is coordinated through all processes, and the adequate system is applied covering all aspects of NDIS assistance that is provided (management systems regarding risks reflect the corporation's size). Infinity Supports WA must uphold that children always have the right to be safe and protected through the Risk Management Procedure. Infinity Supports WA ensures to focus on establishing an environment that is safe for all children.

Infinity Supports WA is focused on delivering an organisation which is vigilant in recognising, identifying, and managing threats and integrates risk management into all aspects of its activities. Determining what may be reasonably practicable to safeguard people from harm, involves evaluating

such issues such as the possibility of a risk or hazard developing and the extent of harm that could follow, and then forming an opinion as to what is appropriate at the time.

Active risk management includes:

- A commitment to health and safety from the Infinity Supports WA Directors and Management team.
- The participation and collaboration of Infinity Supports WA workers.

Infinity Supports WA Directors are liable for this organisation's Risk Management Policy and Procedure. Nonetheless, all workers are expected to act appropriately to effectively reduce risks to themselves and others, ensuring all potential risks are eliminated where possible. Threats must be recorded once detected.

Director Responsibilities –

- Encourage annual assessments and continuous improvement.
- Be sensitive, comprehensive, straight forward, and reliable with their commitment to risk management.
- Provide efficient, frequent collaboration, and contact with concerned interested parties.
- Help evidentiary decision making.
- Help risk management throughout all forms of functions regarding Infinity Supports WA Promoting a constructive, risk-conscious community.
- Provide transparent responsibility, control, and stewardship.
- Guarantee workers recognise their responsibility to manage risks.

Procedures

The Risk Management Process below reinforces Infinity Supports WA attitude to Risk Management. It incorporates Risk Management Principles and the Risk Management Process.

Infinity Supports WA Risk Management Process is detailed below:

- Recognise.
- Examine.
- Treat.
- Observe.
- Report.
- Feedback.

The goal of Infinity Supports WA is to achieve better risk management activities that tend to adversely impact Infinity Supports WA, its roles, goals, processes, properties, workers, participants or members of the general public.

The Manager and Management of Infinity Supports WA seek to incorporate risk management within the business in order to guarantee that it:

- Enables constant development
- Endorses decisions based on evidence
- Outlines responsibilities, authority, and ownership
- Maintains Infinity Supports WA Vision and Mission
- Is efficient through communications and discussion
- Transparent and methodical procedures are always utilised
- Contemplates all aspects of the subject (both internal and external environments)
- Is entrenched with its methods, structures, and processes.

Infinity Supports WA Directors are accountable for demonstrating teamwork, effort and risk management involvement. Every personnel relating to Infinity Supports WA must abide by and carefully follow the Falls Prevention Policy and Procedure. Individuals in their accounting positions are required to help with identifying, analysing, managing, tracking, and recording hazards. Risks are to be monitored and assessed based on the potential severity, likelihood, and result — such hazards with greater effects / significantly increased risk must be regulated and reviewed more consistently than others with low effects/ risk. Correspondence and interaction are critical elements of a successful Risk Management System. Infinity Supports WA aims to create a dynamic and open environment where communication between personnel can occur calmly and effectively.

Reporting

Infinity Supports WA understands their personal obligation to ensure all risks, hazards or incidents are reported. This can be completed using all Risk Assessment Forms. It can be done in conjunction with other workers, participants, families, carers, advocates etc. Infinity Supports WA aims to have an open and transparent framework which allows for all hazards or risks to be managed accordingly as well as uphold their personal duty to ensure all persons are safe from harm.

Record identified risks in the Risk Register when the Risk Control Plan is complete and update the register any time there is a change. Report information about the risks and actions to Management, workers, participants and other stakeholders at monthly intervals.

The Directors of Infinity Supports WA is responsible for evaluating the risk management activities of the corporation, as well as the continuing development, application, analysis and refinement of the risk management model involving Infinity Supports WA. These include:

- Determining the likelihood of an incident transpiring. Likelihood can be projected from the following, has the incident ever occurred prior, what is the frequency of the task being performed and in what proximity are individuals to the hazard.
- Grading the likelihood can range from will occur, common, possibly, uncommon, and rare.

Assessing how a hazard could harm individuals. Recognising a point where events begin to fail and reflect on the situation “What may happen if I do this, could it affect anyone or myself?” Every possible scenario that could cause Management and workers must expect harm, they should contemplate:

- Occasional or irregular circumstances, considering the normal process of how tasks are completed.
- The precautionary measures that are already in place and their effectiveness for all types of hazards.
- Taking into consideration cleaning and maintenance, as well as any unexpected failures or breakdowns of health and safety measures.
- In what method are tasks carried out, instead of depending on formal documents.
- Categorising any consequences that could follow from minor, moderate, major or devastating.

Management is responsible for determining the tolerance for risk of the Infinity Supports WA, thereby allowing the creation of methods that reduce the possibility of danger that is appropriate to Infinity Supports WA. This continues to let Management:

- Guarantee workers comprehend all risk management obligations.
- Promoting a positive environment of risk management inside their area of responsibility.
- Supporting the application of risk management in all fields of Infinity Supports WA activities.
- Establish a risk index which defines different limits for the impact specification for all individuals and worker's health and safety, business intentions, company disruptions, economic influence and resource Management, maintenance and environmental and reputation and persona.
- Create, execute, and supervise Risk Management Policies and Risk Management services regarding individual and worker health and safety, business intentions, company disruptions, economic influence and resource Management, maintenance and environmental and reputation and persona.

The Directors are essential to ensure proper insurance provisions for all individuals and services involved with operations in Infinity Supports WA. See the Financial Management Policy and Procedure of Infinity Supports WA for more information. As part of its policy for all workplace events, Infinity Supports WA includes risk management, promoting awareness of risks and addressing any potential hazards identified.

Participant Risk Assessments

Infinity Supports WA implements the use of Risk Assessments for participants to fundamentally determine any possibly arising risks that may occur during the care or service provision. Infinity Supports WA Director is responsible for a Participant Risk Assessment. This will be undertaken during the initial consultation. Infinity Supports WA Manager is also responsible for conducting a formal review on each assessment form each time a Care Plan or Support Plan is reviewed. These reviews should happen in conjunction with participants, families, workers, carer's, representatives etc. There are different forms of Risk Assessments Infinity Supports WA utilises. This includes the following:

- Client Risk Assessment Form: this risk assessment form details information directly related to participants. It incorporates a participant's challenging behaviour review as well as management. This document is more of a brief evaluation of the participant, which allows Infinity Supports WA to gain an understanding of which risks they may encounter. It allows workers to gain an understanding and formulate a plan to manage any challenging or general behaviours.

- Client Environment/Home Risk Assessment: this risk assessment form, details information directly related to the upkeep and safety of a participant's home. It allows workers to gain a fundamental understanding of any potential hazards or dangers they may face or what the participants may face in every-day life. By understanding this, it provides an opportunity for Infinity Supports WA to make any necessary adjustments or input any precautionary measures to ensure health and safety for all. At home, risk assessments must be completed for individuals that receive the assistance that is provided in their own residence.

Risks to Participants

Infinity Supports WA has an important role in endorsing individuals in day-to-day risk management. All personnel must understand and adhere to the following concepts while supporting people.

Probable Harm

Please keep in mind while assisting individuals in navigating events or scenarios:

- Current understanding of the capability of the individual to perform similar activities securely.
- Established information about an individual's understanding as to what hazards could mean as well as how to prevent them.
- Established awareness of the hazards associated in the operation as well as whether an individual should handle it themselves.
- Learned from appropriate evaluations or records on both the capabilities and competencies of the individual.

Types of Risks to Participants

Participants always have risks presented to them within day-to-day life; it is Infinity Supports WA role to identify and manage these risks. Risks can include, however, is not limited to:

- Lifting, supporting, and transferring participants
- Using equipment such as wheelchairs and hoists
- Work or life-related stress
- Abuse, violence and self-harm
- Bullying, discrimination and harassment
- Slips, trips and falls
- Effects from disability
- Medication risks
- Sexual assault
- Environmental risks
- Communication misunderstandings.

Accomplishing Sufficient Actions to Prevent Harm

Recognise the directions of behaviour that involve the minimum constraint on an individual's freedom.

When protecting people from injuries or hurt, it is never reasonable to restrict or violate their freedom and rights. Guarantee that the least significant and fewest freedoms of the individual are affected when sacrificing an individual's freedoms in order to eliminate harm. Help ensure the independence of very few individuals as possible is affected, too. The imposing of restrictions on people not caused by the issue is not acceptable.

Encouraging Individuals to Confront Hazards in Safety

Hazards are elements of present state but are an important tool among all individuals to know, understand and improve risk management abilities. Infinity Supports WA must function wherever possible to motivate individuals to take full control of situations which include life-threatening potential risks, and to take greater responsibility for them. Personnel must consciously offer an opportunity and support the individual in handling their specific risks whilst avoiding injuries.

Protecting Others from Harm

When it comes to controlling the health of individuals Infinity Supports WA maintains a caring duty to others, along with members of the public who could be affected by the actions of an individual assisted by Infinity Supports WA. Knowing the larger implications of an individual's actions, and not how such judgments may affect the individual, is significantly important.

Risks to Workers

Workers of Infinity Supports WA have a personal obligation to ensure they continuously aim to minimise any risks or potential hazards. This refers to workers remaining vigilant with participants and themselves.

All workers are expected to be compliant and assertive when encountering risks or hazards. Correct protocols must be adhered to in order to ensure harm minimisation is always highly regarded. Risk reduction training will be provided in the initial orientation to new workers; however, Infinity Supports WA will ensure skills are kept up to date by providing regular reviews and refresher training sessions. Regular group discussions and supervisory sessions give Managers and workers the ideal opportunity to study the art of person-oriented risk management.

Supporting Documents

Documents relevant to this policy and procedure include:

- Risk Register RO7
- Risk Management Policy and Procedure 1.7
- Individual Risk Assessment CF007
- Falls Prevention Policy and Procedure 2.17
- Home Risk Assessment CF006
- Continuous Improvement Register RO1
- Work Health and Safety Policy and Procedure 1.22
- Continuous Improvement Policy and Procedure 1.8

Version	Endorsed	Endorsee	Reason/Section Update	next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.8 Continuous Improvement Policy and Procedure

Policy and Procedure

This Policy and Procedure has been created to ensure that workers are trained and taught in Continuous Improvement, provide first-class service in accordance with appropriate standards and legislative criteria. Infinity Supports WA aims to offer excellent services which is possible through an integrated Quality Management System based on the continuous process of evaluation, review and implementation. Infinity Supports WA aims for Quality Improvement by regular strategy, process and implementation analysis and audits. Continuous Improvement presents a straightforward direction throughout all areas of Infinity Supports WA, leading workers to think progressively and strive to work at their best, with continuous development.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Continuous Improvement	The process of making regular small changes and improvements to the products, services etc., of a company, as problems or changes occur, rather than fewer large changes.
Evaluation	To determine the significance, worth, or condition of, usually by careful appraisal and study.
Review	A formal assessment of something with the intention of instituting change if necessary
Implementation	The process of putting a decision or plan into effect.

Policy

Infinity Supports WA supports professional growth and assists our stakeholders in promoting and implementing sustainable solutions that meet participant's needs and maintain quality in best practice facilities. This policy provides Infinity Supports WA with an awareness of issues that require attention to improve the overall efficiency of the company Infinity Supports WA is committed to delivering quality service, and to promoting innovation culture and continuous improvement, through best practices in service, management and strategic planning.

Worker Responsibilities –

All workers will receive:

- Required training.
- Necessary training.
- Continuous improvement meetings.

All Infinity Supports WA workers should strive to expand their knowledge base regarding the Infinity Supports WA policies and procedures, ensuring they completely understand them and can effectively implement them; whilst being aware of possible adaptations that may need to be made.

When implementing the policy and procedures they must analyse whether it is suitable for the

intended purpose, workers are entitled to make recommendations regarding company policy and procedures for improvements.

Infinity Supports WA understands their requirement to continuously operate in accordance with the Internal Review and External Audit Schedule. It is the responsibility of the Directors to ensure the organisation is continuously compliant and operates by following all set-out requirements.

Those involved in reviews/audits:

- Participants.
- Participant families, carers and advocates.
- Workers.

Workers will receive the necessary training to ensure they can evaluate and analyse areas for continuous improvement. The Directors are responsible for an ongoing review of continuous improvement during every meeting.

Procedures

This policy, in conjunction with both the Records and Information Management and the Feedback, Compliments and Complaints Policy and Procedure holds a structure for ensuring the continuous improvement and development of Infinity Supports WA. Infinity Supports WA reviews will involve the workers, participants and any other stakeholder. To guarantee up to date policies and procedures, they will be formally reviewed at a minimum once a year. It affiliates with the NDIS Practice Standards and is continuously updated and reviewed to comply with new and upcoming standards. Infinity Supports WA also understands their responsibility as providers to not only comply with the NDIS Practice Standards but to comply with all other set out rules, regulations, laws, legislations related to their operation, care provision and service provision.

Documentation

The areas found in need of improvement will be recorded by management in the Register of Continuous Improvement, which is continuously updated as matters change. The register entries will incorporate the date, any improvements that can be made, whoever is responsible for the implementation of the improvement, the completion date, and review of how the improvement was implemented and the outcome. At a minimum, reports will be made quarterly to ensure efficient tracking of improvements, monitoring the Continuous Improvement plans.

Registers involved:

- Feedback, complaints and dispute resolution processes involving participants, workers or key stakeholders as recorded in Infinity Supports WA Complaints Register.
- The Risk Register.
- The Incident Register.

Systems involved:

- Infinity Supports WA utilises a variety of systems to assist in the successful and compliant operation of the organisation.

- Financial Systems for all aspects of Financials and Accounting.
- Business Systems for all aspects of Business, Workers and Management.
- Participant Systems for all aspects of participant information, planning, service provision, medical provision, care requirements etc.

Other involvements:

- Audit Information: results, feedback and reviews of internal and external audits will be reviewed to ensure Continuous Improvement.
- Strategic and Operational Planning: ensuring compliance and successful operation in accordance with the laid-out plans and objectives in the Strategic and Operational Plan.
- Strategic and operational planning.
- Incident and Risk Evaluation: evaluate and analyse any recorded incidents and evident risks that have been brought to attention in order to input harm minimisation strategies.
- Worker Evaluation: Evaluate the Performance Reviews and KPI's of workers and Management. This opportunity is designed to find improvements and provide positive recognition.
- Training Evaluation: Evaluate the conducted training or developmental regimes and analyse their efficiency and effectiveness. It also provides an opportunity for future improvement.
- Complaints and Feedback Evaluation: Evaluate and analyse any recorded complaints, compliments and feedback provided. This allows for improvements to be implemented as well as provide an appraisal to specific workers.
- Infinity Supports WA operation and upholding standards of the set-out Vision Statement.
- Infinity Supports WA operation and upholding standards of the set-out Mission Statement.
- Infinity Supports WA operation and upholding standards of the set-out Strategic and Operational Plan.
- Infinity Supports WA operation and upholding standards of the set-out and relevant NDIS Standards.

Supporting Documents

Relevant documents relating to this policy and procedure:

- Compliance & Compliance Register RO3
- All Policies and Procedures 1.1 – 2.20
- Continuous Improvement Register RO1
- Document Control Register RO2
- Incident & Risk Register RO6
- Work Health and Safety Improvement Register RO10

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	06/11/2023

1.9 Financial Management Policy and Procedure Policy and Procedure

The outlined Financial Management Policy and Procedure sets out how Infinity Supports WA maintains sound Financial Management within the organisation. It supports the provision of services and activities for participants as well as provides Infinity Supports WA with the appropriate guidelines to manage the organisation's financials. This ranges from reports, data analysis, payment etc.

This policy and procedure aim to ensure funds, financials and financial data is managed securely and responsibly. Infinity Supports WA understands that all means of financials must be recorded, documented, and implemented in the most appropriate manner depending on the individual requirements. Financials can range from reports, statements, receipts, superannuation, pay's, insurance, and correct record keeping.

Infinity Supports WA always aims to operate by following the NDIS Standards, legislation, rules and regulations set forth regarding sound Financial Management.

Infinity Supports WA acknowledges that requirements need to be followed, adhered to and implemented. These requirements include, however, is not limited to:

- Management of all Financial Aspects
- Auditing and Reporting
- Accounting for the organisation as well as workers
- Insurances
- Financial Administration
- Sound Control and Review Techniques.

Infinity Supports WA ensures all workers implement strict protocols within the organisation in order to minimise the opportunity of misuse, theft, fraud, or exploitation.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Insurance	an arrangement by which a company or the state undertakes to provide a guarantee of compensation for specified loss, damage, illness, or death in return for payment of a specified premium.
Asset	an item of property owned by a person or company, regarded as having value and available to meet debts, commitments, or legacies.
Transactions	an instance of buying or selling something.
Expenditure	an amount of money spent.
Budget	an estimate of income and expenditure for a set period of time.

Policy

The Financial Policy aims to ensure Infinity Supports WA is contributing to correct Financial Management beneficial to both the participants and the organisation. It sets out the protocol all personnel of Infinity Supports WA must abide by and adhere to. It incorporates accordance with the Australian Accounting Standards as well as the regulation set out by the NDIS. Infinity Supports WA employs the use of Service Agreements to ensure all of the participants required Financial Management strategies are set out clearly and incorporated when providing care and service provision.

Infinity Supports WA understands the requirement to obtain any invoices and receipts for these purchases. Infinity Supports WA also understands that any purchases made by Infinity Supports WA allow the goods, items, objects, assets, or services purchased, remain and belong to Infinity Supports WA.

Infinity Supports WA is responsible for ensuring full cooperation and operation in accordance with each individual participant's set out funds. This means Infinity Supports WA will follow, adhere to, and abide by the most current NDIS Price Guide. Infinity Supports WA will also comply with the most current NDIS Terms of Business for Registered Providers.

Infinity Supports WA recognises the individuality of each participant's package and will operate in accordance with their requirements. This will include ensuring each participant is managed individually within the NDIS guidelines laid out for each participant. This includes the following:

- **Self-Managed Participants:** Infinity Supports WA understands that self-managed participants are responsible for managing their own funds according to their requirement for specific service provision. Infinity Supports WA will therefore invoice the participant directly in this case, ensuring to obtain all records of invoices and receipts for payment and payment received.
- **Plan-Managed Participants:** Infinity Supports WA understands that plan-managed participants employ an accounting agency or a bookkeeper service who are registered as an NDIS Provider to manage their funds. Therefore, Infinity Supports WA will invoice the participants nominated plan-manager directly to receive payment for service provision provided. Infinity Supports WA will ensure to obtain all records of invoices and receipts for payment and payment received.
- **Agency-Managed Participants:** Infinity Supports WA understands that agency-managed participants have their funds managed directly by the NDIS. Therefore, Infinity Supports WA will invoice the NDIS to receive payment for the service provision provided. This will occur through PRODA. Infinity Supports WA will again ensure to obtain all records of invoices and receipts for payment and payment received.

Infinity Supports WA understands the responsibility of operating in accordance with the Australian Accounting Standards when managing Infinity Supports WA financials. Therefore, Infinity Supports

WA ensures purchases and payments to workers of Infinity Supports WA are made in accordance with the set-out rules, regulations, and standards.

Infinity Supports WA implements and utilises a Financial Management System to record, track and retain all financial records accurately. Infinity Supports WA Management personnel will have access to this system; however, if any persons wish to purchase any goods, services, items or assets, this must be approved by the Directors. Consent must be obtained, and all transaction records/receipts must be obtained.

Infinity Supports WA also implements the use of various Registers such as the Asset Register to maintain accurate and up to date records of purchases, especially those of a substantially large amount.

This extends to all workers and meets relevant laws and regulations and standards.

Procedure

The Directors will continuously utilise appropriate Financial Management/Accounting software. This is implemented to support Infinity Supports WA aim to maintain up to date and correct financial records. The system will include all transactions, receipts, invoices etc. It is the responsibility of the Management of Infinity Supports WA as well as the Directors to ensure this system is implemented, utilised maintained and reviewed where necessary.

The financial system utilised by Infinity Supports WA is Xero. Infinity Supports WA Management and Directors will ensure each of the following aspects of Financial Management is maintained at the highest accordance:

- Receipts
- Transactions
- Expenditure
- Budgets
- Bank Accounts
- Debit/Business Cards
- Invoices
- Payroll
- Financial Reports.

The Directors of Infinity Supports WA will have access to Infinity Supports WA online banking system and Financial Management System. These persons will need to abide strictly by the Privacy and Confidentiality Policies and Procedures to minimise any opportunity for theft, damage, fraud or misuse. These persons are responsible for ensuring any usernames, passwords, logins and information is kept private and confidential at all times. Failure to follow this procedure will result in serious disciplinary action and consequences.

Infinity Supports WA bank accounts are reconciled periodically. Each purchase must be settled in Infinity Supports WA Financial Management System. Receipts for each expense must be supplied to the Directors as proof of purchase.

Infinity Supports WA must delegate appropriate resources, including a director who will:

- Manage Infinity Supports WA Financial Management System.
- Ensure payroll is completed in accordance with worker contracts and set-out standards.
- Ensure continuous compliance with all relevant rules, regulations, standards and legislation related to financial operation or management.
- Determine budgets Infinity Supports WA may utilise.
- Ensure correct and accurate operation of PRODA when invoicing for service provision.
- Receive and maintain any hard copy receipts.
- Provide any staff or workers with reimbursements if they have paid for a work-related expense out of pocket.
- Liaise with the Directors for any large payments or transactions. For purchases, seek approval from the Directors for payments over \$100.

The Directors are directly responsible for making sure the procedures are in order and that funds are available to pay for:

- Maintenance
- Sick leave
- accumulated annual leave rights
- Long service leave
- Unforeseen costs
- Education
- Development
- Expansion
- Training
- Worker costs such as wages and salaries
- Equipment
- Other required assets.

Bank Accounts and Money

As required by the Financial Management System, all money Infinity Supports WA received must be documented. A Register of Bank Accounts will be maintained for the entire business. This will contain bank details such as open and closed account dates, the interest rates and fees, all credit/debit cardholders and expiry dates in accordance with Infinity Supports WA financial delegations the signatory for bank accounts.

The Directors will maintain a Contingency Bank Account for the organisation, reconciled monthly, to provide cash interest and to deposit:

- Worker's accruals.
- Surplus funds.
- Long service leave.
- Sick leave.
- Accumulated annual leave entitlements.

- Asset's replacement and repair funds.
- Education and training funds.
- Maintenance funds.

Insurance

The Directors will be responsible for organising and paying for insurance for Infinity Supports WA. It will also need to be maintained and up to date. Insurance will have onboard is as follows:

- Public Liability
- Professional Indemnity
- Workers Compensation.

The Directors will retain personal insurance records in compliance with the Information and Records Management Policy and Procedure. It is their responsibility to ensure the due date pays insurance and receipts and transactions are maintained.

Expenditure

Infinity Supports WA Financial Controller will not allow everyday business expenses to become debts. All debts incurred by Infinity Supports WA will be settled in a timely manner.

Payroll

Workers are paid based on the number of hours they work. Shifts will be approved daily through Shift care. The Directors will process payroll fortnightly. Wages are paid electronically in the workers bank account.

Assets

Information of all assets held by Infinity Supports WA are reported in the Asset Register and contains the dates and details of assets acquired, locations, sale and the disposal sale proceed, lost, destroyed, or damaged assets and the cost to repair or replace.

All assets, in accordance with the Australian Accounting Standards, will be documented.

Budget Processes

As required by Professional Standards, each financial year, management must assign an independent auditor to audit the accounts of Infinity Supports WA. Management will ensure that previous year's financials are documented, archived and labelled.

For each financial year, the Directors will prepare annual itemised budgets for Infinity Supports WA. Budget development accounts for income and expenditure from the current and previous years, any known changes to funding provisions and expected changes in costs.

Based on the funding available, the Directors must consult with the Financial Controller and, as necessary, the professional auditor to set regular itemised budgets for the services under his or her supervision. The proposal will be built based on an overview of income and expenditure from the current and previous years, considering any documented adjustments to funding arrangements.

The Directors, in consultation with an independent accountant, will conduct a Financial Reconciliation annually and prepare a Financial Management Report, which will include:

- Profit & Loss year to date.
- Balance Sheet for the year to date.
- General Ledger for the year to date.
- Budget vs. Actual spending for the year to date.

The Independent Accountant and Directors of Infinity Supports WA shall collectively ensure that all relevant documentation and reports needed by the auditor, are made available in a timely manner and are correct and complete before the presentation.

The Financial Report will form the foundation for submitting to funding bodies of the financial statements required. These will be prepared by the Director and Financial Controller and, where necessary, must be endorsed by an independent accountant before submission.

Many specific areas of Financial Management, such as Asset Management and Payroll, will be handled in compliance with the general policies and procedures of Infinity Supports WA for these fields. The [Director or delegate] will approve annual budgets for each financial year no later than July of that financial year.

Internal Reporting

Every financial year the Director appoints a competent auditor to audit the finances of Infinity Supports WA. Infinity Supports WA's Accountant and Director verify that all relevant paperwork and documentation that the auditor needs are available to them in a timely manner and are accurate and complete when addressed. The Director must ensure that the financials of the prior year are registered, archived and marked in each new financial year, the CEO/Director files financial reports quarterly. The Director shall prepare financial statements for delivery to funding agencies at times set out in funding contracts.

External Reporting

The Director is accountable for the following:

- Addressing Infinity Supports WA accounts in coordination with the authorised accountant at the end of each financial year.
- Reporting Superannuation and PAYG tax withholding amounts to the ATO.
 - Superannuation must be paid to the correct super funds within the timeframe required.
 - PAYG amounts must be paid to the ATO by their due date.
 - If Infinity Supports WA is unable to make any of these payments within the given time frame, the CEO/Director must contact the company and make them aware.
- Submitting Business Activity Statements to the ATO within the given time frame [this is only relevant to GST registered business.]

For example, Xero has Single Touch Payroll (STP) functionality that allows Infinity Supports WA to report tax and super information for all workers to the ATO as payroll is processed.

<https://www.ato.gov.au/business/single-touch-payroll/>

Service Agreements

Service Agreements must include the declaration of prices by Infinity Supports WA prior to the provision of services, which involves all payments along with detailed information and services provided. For more details on what the Service Agreement should provide, see Infinity Supports WA Assessment Planning and Review Policy and Procedure.

To allow NDIS participants and formalise the services Infinity Supports WA offers, an NDIS Service Agreement will be utilised. Service agreements must conform with the price conditions, rules and GST implementation requirements of the A New Tax System (Goods and Service Tax) Act 1999. Fees charged will not exceed those set by the NDIA for price control.

Participants have a preference as to what level of control they have over their finances, and that is expressed in their Infinity Supports WA Service Agreement. Service agreements provide individual participants with the services Infinity Supports WA sets out. Workers will work with all participants and supporters to establish Service Agreements, which must be signed by the participant before delivery of the service can commence.

Participants have access to Infinity Supports WA's feedback, compliments and complaints processes, to raise concerns about the financial management of their supports without fear of retribution.

Financial Management under the NDIS

In order to ensure Financial Management is conducted appropriately and accurately, Infinity Supports WA will continuously comply with the following guidelines:

- NDIS Act 2013 (Cth) and equivalent
- Australian Equivalents to International Financial Reporting Standards (AIFRS)
- NDIS Provider Registration Guide to Suitability
- NDIS most current and up to date Price Guide
- NDIS Terms of Business for Registered Providers.

The Director will ensure Infinity Supports WA meets the following NDIS requirement standards:

- Create and establish pricing structures for the services of Infinity Supports WA.
 - That aligns with the price controls and quoting requirements in place for NDIS supports, in accordance with the State / Territory NDIS Price Guide
- Maintain full and reliable accounting and financial records of NDIS participants' services, including details of all service agreements.
- Retain for a period of no less than 5 years from the date of issue all financial records and accounts relating to NDIS service provision.

- Regular updates of statements and financial records allowing the National Disability Insurance Agency (NDIA) to routinely and reliably determine the amount, form and length of the assistance received.

The Directors will keep full and reliable reports and financial records of the support provided to NDIS participants, along with records of all service agreements. The financial records related to the provision of NDIS resources shall report the amount, form and length of the supplied assistance. The preservation of all documents shall also comply with all relevant statutes, legislation and laws. Infinity Supports WA is prohibited to seek payment prior to the delivery of the support, charge cancellation fees, except for circumstanced outlines in the NDIS Price Guide and prohibited to add support fees such as any additional fees or surcharges. Participants who self-manage their NDIS funding may be able to negotiate pricing for supports independently to the NDIS Price Guide.

Goods and Services Tax

Under the Goods and Services Tax, Infinity Supports WA will not be charged GST as it falls under the National Disability Insurance Scheme Supports Determination 2017.

Recordkeeping

Infinity Supports WA follows and abides by strict Recordkeeping protocols. These are highlighted through Infinity Supports WA Information and Record Keeping Policy and Procedure. Infinity Supports WA understands that they must abide by all rules, regulations and standards regarding Information and Record Keeping, such as NDIA's Provider Payment Assurance Service. It is the responsibility of the CEO/Director as well as any Financial Officer or Manager to ensure compliance with recordkeeping at all times. See the Information and Record Keeping Policy and Procedure for further information. As a reference point, the documentation should be retained and archived for a minimum of 7 years. Hard and soft copies should be safe and kept free from damage, harm, misuse, or corruption.

Payment

The Director will be solely responsible for ensuring that payments are processed and received. Infinity Supports WA understands that participants will have their funds managed differently, and therefore, Infinity Supports WA will adjust accordingly.

Should participant's funds be managed by the NDIS/NDIA and Infinity Supports WA has encountered a problem with payment requests, Infinity Supports WA should refer to the NDIA's provider toolkit at www.ndis.gov.au or phone the Agency on 1800 800 110.

Invoices will be processed daily. Participants who self-manage or plan managed their funding will be invoiced by the Director once supports have been delivered.

Fraud, Misuse, Corruption and Allegations

Every effort shall be made to cooperate as quickly as possible with any concerns or allegations of fraud or corruption. Reports received will be treated in confidence and directed to Management. All Infinity Supports WA personnel must do an employment screening process as part of fraud and corruption prevention activities. See Infinity Supports WA Human Resources Policy and Procedure.

Infinity Supports WA Management must educate workers about fraudulent practices, including:

- Identifying potential fraud.
- How to report fraud.
- Make well known fraudulent practices within Infinity Supports WA will not be tolerated.

Director is responsible for ensuring that all personnel are educated and recognise what fraudulent activities are, and how fraud can be detected and recorded.

Where a manager, worker, participant or other stakeholder identifies an instance of suspected fraud or corruption, an initial report must be made by the Director. Upon the request of the NDIS Commission, a copy of these records shall be provided.

If it is discovered that criminal offences may have been perpetrated during the investigation, a report will be made to the Police. To guarantee that a criminal investigation is not compromised, permission may need to be obtained from the Police. Infinity Supports WA is required to inform the individual of allegations of misconduct, commence a penalising inquiry, provide material to the worker or their representative for procedural fairness reasons and interview witnesses to support an inquiry.

The initial report prepared by the CEO/Director includes the following:

- The incident will be documented.
- The description of the report.
- The time report was received.
- Remedial Action Plan.

All reports of fraud or corruption must be dealt with in confidence and referred to the CEO/ Director. In investigating incidents of suspected fraud, Managers and workers must ensure that any subsequent investigation does not affect their inquiries. If in question, do not inquire further and notify the government agency responsible for NDIS.

Confidentiality is important in protecting innocent individuals' reputations. These situations must be dealt with on the grounds of a need to know basis. To ensure that those accused of fraud are not notified, thereby reducing the possibility of a cover-up or loss of critical information.

All workplace disciplinary or harassment inquiries involving workers resulting from an accusation of fraud or corruption must be performed in compliance with the Human Resources Policy and Procedure of Infinity Supports WA.

Supporting Documents

Documents relevant to this policy and procedure include:

- Service Agreement CF008
- Insurances Register RO13
- Asset Register RO14
- Privacy and Confidentiality Policy and Procedure 1.6
- Human Resources Policy and Procedure.1.18

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1.10 Staffing Policy and Procedure

Policy and Procedure

The Staffing Policy and Procedure has been implemented and utilised throughout Infinity Supports WA to ensure that the correct, appropriate, and adequate personnel deliver the finest care and services to all participants.

Infinity Supports WA aims to provide the required training, and ensures all personnel are qualified and competent to deliver care and services to individuals.

It is the responsibility of Infinity Supports WA Directors to adhere to all requests of Leave submitted by workers. They are also responsible for maintaining training throughout Infinity Supports WA and informing all personnel of the current regulations.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Roster	A list or plan showing turns of duty or leave for individuals or groups in an organisation.
Delegate	A person sent or authorised to represent others, in particular an elected representative sent to a conference.
Flexible Working Arrangements	A flexible working arrangement involves a change in the way an employee works , such as a change to the employee's ordinary hours of work, place of work or contract of employment.

Policy

Infinity Supports WA adopts the Staffing Policy, to enable all care and services are delivered by skilled and qualified personnel. Infinity Supports WA understands the importance of providing education and training, in which correctly reflects the appropriate protocols and guidelines of Infinity Supports WA.

All workers will receive rosters to outline the duties and services that are expected to be carried out to participants. Infinity Supports WA Operations Director will be the first point of contact if an individual is unable to attend to their designated shift or is requesting for any type of leave.

Any worker of Infinity Supports WA who has failed to follow any of the regulations presented to them of Infinity Supports WA will receive disciplinary action.

Worker Responsibilities –

- To notify the Director or delegate if a change in availability has occurred.
- Ensure all shifts are completed by the assigned person unless there is a change of circumstances.
- To attend all education and training programs.

- To apply all new and existing skills when delivering care and services.
- To notify or request for additional training if feel necessary.
- Ensure the correct amount of notice was given when requesting leave.

Manager Responsibilities –

- Create and distribute all rosters in a timely manner.
- Amend rosters and changes in the availability of workers when made aware.
- Ensure all shifts are distributed fair and evenly between workers.

Procedure

The Staffing Procedure is utilised within Infinity Supports WA, to ensure all service and care to participants are carried out with integrity and quality. Infinity Supports WA acknowledges the importance of recruiting personnel with previous skills and experiences. Although, having prior knowledge to deliver care and services is ideal, Infinity Supports WA strives to offer adequate training and education programs to help further skills. Infinity Supports WA will only allow personnel who are competent in relevant fields, will be able to conduct any care and services to participants.

Worker Shifts and Rosters

Infinity Supports WA will provide equal opportunity for all personnel, to allow an equal sharing of shifts and duties, that are in accordance with the availability. The roster may be modified to ensure all participants care and services are adhered to. Workers are entitled to make changes to their current availability. Rosters are available on Shiftcare via the mobile app.

In the circumstance a worker is unable to attend a shift, the Operations Manager or delegate must be notified a minimum two hours prior to the shift. This is to ensure that an alternative individual is contacted and will be able to perform the necessary care and services to the participant.

It is the responsibility of the worker to make alternative arrangements if they are notifying Infinity Supports WA multiple days prior. If there is no success in seeking to find an individual to cover a shift, then they are to seek the help of the Operations Manager. If the authorised personnel find that the reasoning for the individual who is requesting not to attend a shift is inappropriate, then it the discretion of the Operations Manager to reject the change in shift.

If a worker has become unavailable and is absent from their designated shift, then an alternate person with equivalent or greater skills and qualifications will be contacted. This is to ensure that all participants of Infinity Supports WA are still receiving adequate and quality care and services as deserved.

Overtime Hours

All workers of Infinity Supports WA are entitled to overtime rates in accordance with their employment contract. Each working arrangement listed below, outline the eligibility of receiving overtime rates.

Infinity Supports WA authorised personnel will be responsible for permitting all overtime of all workers. If overtime was not authorised to an individual, then the workers mustn't proceed to work the additional hours. In the event a person is required to work as a last-minute request, then they must receive a minimum of 2 hours of work. If Infinity Supports WA fails to abide by this protocol and does not offer the 2 hours' worth of work to that individual, they will then receive 2 hours of paid overtime.

Types of Leave

Like any individual who possesses a form of employment, they are entitled to leave, in accordance with their contract. There are many different types of leave that a worker is eligible and entitled to. These forms of Leave include:

- Annual Leave.
- Sick Leave.
- Leave Without Pay.
- Long Service Leave.
- Maternity/ Paternity Leave.
- Compassionate Leave.

Shortage of Workers

Infinity Supports WA Delegate possess the duty and authorisation of extending and reducing scheduled work hours, as where it is necessary. If a worker is required to extend their initial work hours, then they are only permitted to work a total of 12 hours. However, Infinity Supports WA understands the physical and mental impact that working long shifts may obtain. Infinity Supports WA will ensure to consider the factors of fatigue and safety issues for working the necessary extended hours. Additional breaks will be assigned to those working prolonged shift work. However, in some circumstance's workers may be required to conduct a shorter shift. Examples of these circumstances are injury or illness, natural disasters or severe weather.

Supporting Documents

Documents relevant to this policy and procedure include

- Emergency Planning Policy and Procedure 1.17
- Human Resources Policy and Procedure 1.18
- Leave Request Form (Xero)

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1.11 Conflict of Interest Policy and Procedure

Policy and Procedure

Infinity Supports WA utilises this policy and procedure to determine the correct protocols to manage any situations of conflict, should they arise. It identifies Infinity Supports WA focus and commitment in the honest and sensible management of conflicts of interests.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Conflict of Interest	A situation in which a person is able to derive personal benefit from actions or decisions made in their official capacity.
Due Diligence	Reasonable steps were taken by a person to avoid committing a tort or offence.
Disclosure	The action of making new or secret information known.

Policy

Infinity Supports WA utilises the Conflict-of-Interest Policy as a strong reference point in aims to ensure Infinity Supports WA is taking appropriate measures to minimise the occurrence of Conflicts.

The Conflict-of-Interest Policy specifies how Infinity Supports WA will operate through truthfulness, accountability, and honesty. Infinity Supports WA strives to develop and implement the correct standards and protocols, to ensure there are no potential risks of conflict of interest between relevant parties.

Where deemed necessary, disclosure of information for suspected or established conflicts of interest, will be monitored, and dealt with.

This is to ensure that all care, services, and operations of Infinity Supports WA are kept at optimal quality and does not become affected.

Procedures

The Conflict-of-Interest Procedure should be adhered to by all personnel when making decisions that impact both themselves, and all other relevant parties. It outlines the considerations an individual must take into when situated at Infinity Supports WA, as well as performing all care and services.

Infinity Supports WA adopts certain measurements to prevent any potential internal issues that may surface throughout the duration of operations.

Should the situation arise where there is a conflict of interest, it must be escalated to the Director for management. Conflicts of interest must be registered and tracked in Infinity Supports WA Conflict of Interest Register

If the conflict is unavoidable, workers are required to disclose it to the Director as soon as they are

informed of it. Workers who are uncertain if there is a conflict of concern should seek guidance from the Director. All workers must avoid getting involved in any situations that conflict with Infinity Supports WA duties and the participants they support. Workers will complete a Conflict-of-Interest Form which will be reviewed by the Director and the appropriate actions/risk managements put in place.

Workers shall not accept any cash gifts, incentives or grants that may interfere with their willingness or preparation to behave in the participants' best interests. Neither will they, either instantly or implicitly, take the opportunity of their circumstance to gain a personal benefit or benefit to another person or goods.

Considerations of NDIS

All conflicts about issues that may influence whether assistance is being provided, workers will disclose to all appropriate stakeholders or prospective participants. It includes conflicts of interest in financial, corporate, or private affairs, and any business concerns that Infinity Supports WA has with other organisations.

Infinity Supports WA will ensure that all relevant personnel are made aware and possess the understanding of conflicts of interests. Relevant personnel are to consider those who are participants, their families, chosen representatives and advocates.

Supporting Documents

Documents relevant to this policy and procedure include:

- Risk Register. RO7
- Governance Policy and Procedure. 1.1
- Financial Management Policy and Procedure. 1.9
- Conflict of Interest Form SF006
- Conflict of Interest Register RO5

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.12 Strategic and Operational Planning Policy and Procedure

Policy and Procedure

Infinity Supports WA utilises the Strategic and Operational Policy and Procedure to assist when developing and implementing the Strategic and Operational Plan.

This Policy and Procedure will describe how Infinity Supports WA Directors should create, manage and accomplish the businesses strategic and organisational targets, focused on a consistent approach towards change. Its plan should be displayed for all workers, participants and others to understand the continual goals set out within Infinity Supports WA and how this will be achieved over the planned time.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Stakeholders	A stakeholder is a party that has an interest in a company and can either affect or be affected by the business. The primary stakeholders in a typical corporation are its investors, employees, customers and suppliers.
Strategic	Relating to the identification of long-term or overall aims and interests and the means of achieving them.
Operational	In or ready for use.

Policy

Infinity Supports WA understands that workers need to be working toward common goals; this focus is driven by implementing (minimum) a 3-5-year plan which is reviewed at least yearly by the Director. This plan sets out the goals and plans of the organisation in a way that is understandable by all. It must be developed by involving workers, participants and other stakeholders while ensuring it is still the responsibility of the Director to develop.

The Operational Plan (frequently reviewed) is made in collaboration of the Strategic Plan while being a more short-term goal setting plan (up to 1 year) to give the business a short-term plan to be successful with the businesses strategic plan ultimately.

Procedure

Planning of Strategic and Operational Plans

Operational plans are created by Infinity Supports WA through the collaboration of their strategic plans to continually balance each year's targets for Infinity Supports WA while making a clear route to achieving the long-term strategic plan goals. Infinity Supports WA ensures that both Strategic and Operational development considers requirements such as legislation, guidelines, administrative requests, participant needs, worker needs, hazards and NDIS requirements. Infinity Supports WA creates strategic plans to identify, visualise and build towards significant outcomes of the business while consistently adapting to changes along the way. These outcomes are generally assessment-based, which are mainly around supports, resources, staffing and requirements, which is how Infinity Supports WA develops the plan. This plan is made with a shelf life of a minimum of 3 years, but quite

often 5-10 years pre-planned.

Reviewing Created Plans

Once Infinity Supports WA have established a Strategic and Operational Plan, they will be reviewed and examined consistently. The principal reason for frequent review of the plans is to ensure all additional comments and notes have been sought after. Individuals can make the notes of Infinity Supports WA or other relevant stakeholders.

Once a Strategic and Operational Plan has been created, Infinity Supports WA must ensure that it is reflecting the correct happenings of Infinity Supports WA, in that present time. The plan should be updated at least once a year, or in the event, a significant change has occurred, that affected the normal operations of Infinity Supports WA. Although the initial plan should be reviewed frequently, the Strategic and Operation Plan should be updated, and a separate plan will be developed that will be utilised for the next three years, once the initial plan has expired.

To understand the competency of not only workers of Infinity Supports WA, but the effectiveness of Infinity Supports WA operations, mandatory training programs will be established. It is the responsibility of Infinity Supports WA to conduct a compulsory training regime for all workers annually. It will incorporate developmental activities, observe competency and service delivery. This is also done to assist in the detection of the financial and strategic urgencies of Infinity Supports WA. This will ensure that quality care and services are maintained, and participants are receiving optimal care.

Supporting Documents

Documents relevant to this policy and procedure include:

- Strategic and Operational Plan. BF10
- Continuous Improvement Policy and Procedure. 1.8
- Continuous Improvement Register RO1

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1.13 Succession Planning Policy and Procedure

Policy and Procedure

The Succession Planning Policy and Procedure are utilised throughout Infinity Supports WA to enable effective and efficient operations. Infinity Supports WA will establish many protocols and measurements in which all relevant personnel must adhere to, to ensure Infinity Supports WA objectives, goals, care and services are at optimal quality and are being met. If an individual's position has been made absent, then Infinity Supports WA will create a Succession Plan in order to continue to carry out the required care, services and operations Infinity Supports WA

This extends to all workers and meets relevant laws and regulations and standards.

Definition

Authority	The power or right to give orders, make decisions and enforce obedience.
Delegate	Entrust (a task or responsibility) to another person, typically one who is less senior than oneself.
Pension Plan	A pension plan is a retirement plan that requires an employer to make contributions to a pool of funds set aside for a worker's future benefit. The pool of funds is invested on the employee's behalf, and the earnings on the investments generate income to the worker upon retirement.
Personnel	People employed in an organisation or engaged in an organised undertaking such as military service.

Policy

The Succession Planning Policy outlines how Infinity Supports WA will establish an organised and efficient plan; in the event, a worker's position was to become relinquished.

Infinity Supports WA Strategic and Operational Plan should be utilised when establishing a Succession Plan. It outlines the present and future goals and objectives that Infinity Supports WA strives to achieve over a fixed term. It also incorporates a plan in which should be created when a position has become available.

Procedure

Infinity Supports WA understands the importance of finding strategies and ambitions to maintain optimal skills and qualifications of all relevant personnel, as well as delivering the most quality care and services to participants. Preparing and enforcement of a succession plan is part of the overall strategy of building a sustainable workplace that provides opportunities to increase the internal skills range of Infinity Supports WA.

Infinity Supports WA must be prepared if important workers leave the organisation. The Director will establish and periodically review a Succession Plan for all relevant workers to build a secure workplace for Infinity Supports WA.

When identifying main roles when generating a succession plan, it is important that detecting all aspects of positions for each of Infinity Supports WA areas of work, where planned replacement action is needed. This should not be utilised as an established plan to assign alternative personnel for each available role. This should also specify the timeframe in which the individual is expected to become permanently absent from their role.

Once both identifications of main roles and potential candidates have been depicted, then the next stage of the succession planning process is to establish strategies for development; creating teaching management and technical skills for the individual who will pursue the required position. The required mentoring and coaching will be implemented to that individual to ensure they are ready to take on the role. Lastly, providing additional skills, self-confidence building tasks and arranged on the job training for the selected personnel.

Delegated Authority in the Absence of Key Members

Infinity Supports WA is required to have delegated authority to particular members in the absence of key personnel. The members who are given the authority must be suitably qualified and have the capacity for the role given to them. If this cannot be obtained 'In-House', Infinity Supports WA can outsource a suitable third-party if required. This should be further detailed in a succession plan.

<u>Current Key Personnel</u>	<u>Delegated Authority</u>
Sharon Birkett / Director	Benjiman Andrew Mays
Anand Sekar /Director	Samantha Reed

Development and Performance Review

The Performance and Development Review should include individual development schemes. Care must be taken to ensure that possible successors are not required to be appointed to a main role. It will follow the normal competitive and merit-based hiring and promotion procedures.

As part of the Succession Planning, Infinity Supports WA offers equal opportunities for all workers and fosters gender equal opportunity. The Director formally reviews and changes the Succession Plan every financial year or moments of significant and unexpected change.

Supporting Documents

Documents relevant to this policy and procedure include:

- Human Resources Policy and Procedures (Recruitment). 1.18
- Business Plan BF008

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1.14 Infection Control Policy and Procedure

The Infection Control Policy and Procedure are implemented throughout Infinity Supports WA, to ensure all potential risks of disease and infections are eliminated from all relevant personnel and participants.

Infinity Supports WA will establish and utilise various protocols and measurements to minimise the possibility of infectious diseases circulating within Infinity Supports WA that may affect participants, workers and visitors.

Infinity Supports WA strives to provide an adequate facility, in which all individuals are safe, healthy and content. The Infection Control Policy and Procedure should be read in concurrence with Infinity Supports WA Occupational Health and Safety Policy and Procedure.

This extends to all workers and meets the relevant laws and regulations and standards.

Definitions

Infection	The process of infecting or the state of being infected.
Notifiable Disease	Notifiable disease, any of various health conditions that upon detection are required to be reported to public health authorities. For certain diseases, namely those of an infectious nature, mandatory disease reporting plays a critical role in preventing and controlling the spread of disease in populations.

Airborne	Transported by air.
Hygiene	Conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness.
Transmission	The action or process of transmitting something or the state of being transmitted.

Policy

Infinity Supports WA acknowledges that establishing measurements to reduce any form of potential risks is significant. The Infection Control Policy specifies how Infinity Supports WA controls situations of infection and provides an understanding of the main aspects.

Droplet, airborne and bloodborne are significant ways of virus transmission and contamination. Transmission of infections may also occur using materials such as contaminated food, water, medicines and products, or with appliances and equipment. That is why efficient infection control is crucial to delivering excellent assistance for participants and a safe working atmosphere for Infinity Supports WA workers and visitors.

It is considered that there are three principal components of infection. The first component being that infection control assist in the prevention of contagious organisms being transmitted and manages infections if they arise. The second component is an infectious virus. An infectious virus are biological agents which can trigger their host's disease or illness. The final component of infection is an infectious disease. Infectious diseases are caused by pathogenic microorganisms, such as fungi, parasites, and bacteria. How an infectious disease can be transmitted from one individual to another is through touching and bodily fluid transmission.

Workers Responsibilities –

Workers of Infinity Supports WA are to adhere, comply and implement the standards and protocols of the Infection Control Policy and Procedure. They are also responsible for ensuring that participants are utilising disposable tissues where deemed necessary. They should ensure that all surfaces and areas are monitored and frequently attended to and cleaned.

Director Responsibilities –

Management maintains accordance with the Infection Control Policy and Procedures, establishes and implements infection control services, and guarantees successful implementation and enforcement to policy. Management will utilise Infinity Supports WA's Continuous Improvement Plan annually to review and assess the performance of Infinity Supports WA.

It is the Director's responsibility to implement the Infection Control policy and procedure and guarantee that all participants comply with the policy.

Procedure

Infinity Supports WA adopts the Infection Control Procedure to ensure that all elements of infection are eliminated within Infinity Supports WA.

All the correct protocols must be adhered to by all personnel. The health, safety and well-being of Infinity Supports WA participants, workers and volunteers are a priority. It is significant if any worker of Infinity Supports WA becomes absent when suffering from sickness and disease.

Infinity Supports WA is also required to remain vigilant to any diseases, as many diseases or infections are Notifiable diseases. Any found Notifiable diseases are required to be disclosed and mentioned to the Health Department.

As a precaution, any worker, Manager, or volunteer of Infinity Supports WA with a notifiable disease shall not undertake work until their doctor advises them that it is safe to do so. If any staff/worker, members or Director have any infectious viruses/diseases (such as the flu or common cold) is required to remove themselves from the workplace until they have been examined and cleared by a doctor.

This means they are required to provide an electronic and hard copy of a medical/doctors certificate to the Director before commencing employment.

Standard Provisions

Many various standard provisions should be adhered to regarding infection control. All of Infinity Supports WA personnel must be following the standard provisions that are established to minimise any potential risk of infection or disease. It is significantly important that all workers utilise and implement the standard provisions in the event they have come into contact with blood or body fluids. Workers must maintain the hygiene, sanitation and cleanliness of all surfaces and areas .

It is expected that the workers of Infinity Supports WA, must wear Personal Protective Clothing and Equipment (PPE). PPE is equipment or clothing that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, gown or apron, facemasks and enclosed footwear. It also includes respiratory protective equipment (RPE) If required.

Where workers are conducting duties and tasks such as cleaning equipment, managing chemicals and foods that may have potentially become contaminated with body fluid, then PPE should be maintained. The form of PPE Disposable latex gloves should be utilised when performing the mentioned above tasks.

In the circumstance where a participant is displaying signs and symptoms of respiratory infection, it is significantly important that all personnel adhered to respiratory hygiene and cough etiquette. Various aspects are involved when handling situations of respiratory infections. The first measurement that should be taken is to ensure that all participants are utilising a disposable tissue. It is important to ensure that the disposable tissue is utilised as single-use only and to be disposed of immediately after use. By only allowing participants to only use a single disposable tissue, will assist in the control of spreading respiratory infections. In the event a participant is unable to access a disposable tissue when needing to sneeze or cough, then they must do so with their inner elbow. This will ensure that any airborne saliva or other body fluids have not contaminated the environment. As well as ensuring that tissues are utilised when sneezing and coughing, hand hygiene must be taught to participants as an additional method of infection control. Infinity Supports WA workers are to create awareness and

understanding to participants of these measures, that should be adhered to when controlling potential or present respiratory infections.

Where a participant is experiencing present or potential infectious disease, then Infinity Supports WA workers must ensure they are complying with the correct and relevant standard provisions. It is important that they adhere to the standard provisions when they have come into contact with bodily substances, used equipment and supplies. Workers of Infinity Supports WA are expected to maintain their hand hygiene frequently and must perform a 30-second hand wash. A 30-second hand wash must be conducted when a worker has come into contact with:

- a participant
- before and after they have eaten
- after utilising the restroom
- using gloves of any kind.

Participant Centred Approaches & Good Practices

Infinity Supports WA promotes participant encouragement for participation within infection control. This is done by multiple steps which include:

1.	Infinity Supports WA offers participants with opportunities to recognise and discuss risks which allows participants to use feedback through the services feedback, compliments and complaint procedures.
2.	Infinity Supports WA will advise participants about the protocols for safeguarding their privacy and confidentiality
3.	Infinity Supports WA will inform participants about Infinity Supports WA methods of infection control and advise participants to report their health or risk condition where there is a possible source of infection.
4.	Infinity Supports WA will provide educational content using a range of flyers, posters and informative videos on prevention and control of infections.
5.	Infinity Supports WA must consider participant feedback when implementing policies and services.

Documentation

Like all incidents and occurrences that may arise concerning infection and infection control, it must be made aware to authorised personnel of Infinity Supports WA. Infinity Supports WA will be required to document and retain any incidents abiding with the Incident Management Policy and Procedure. All infections will be reported and recorded to authorised personnel who will ensure all workers are made aware. This is to ensure that all workers, participants and other relevant personnel are taking the correct measurements when dealing with the situation and remain healthy and safe where possible.

Supporting Documents

Documents relevant to this policy and procedure include:

- Incident Management Policy and Procedure 2.13

- Infection Control 1.14
- Workplace Health and Safety Improvement Register RO10
- Work Health and Safety Policy and Procedure 1.22

By signing this document, I acknowledge that I have read and understood the Infection Control Policy and Procedure. I need to comply with this policy and procedure, and that Infinity Supports WA can change or update the policy at any time.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.15 Safety and Security Policy and Procedure

Policy and Procedure

Infinity Supports WA utilizes the Safety and Security Policy and Procedure to ensure all appropriate mechanisms are implemented in order to ensure health, safety, security and wellness of all workers, participants, visitors etc. The objective of this policy and procedure is to ensure the safety obligations that Infinity Supports WA must deliver for all workers and interested parties, whilst providing a safe and protected career and support developmental structure. By Infinity Supports WA ensuring safety and security within its operation, it will allow for comfortability and safety to be held of the highest value for all persons.

This policy and procedures will abide by all standards, applicable laws and legislations, it should be developed in conjunction with Work Health and Safety (WHS) of the Infinity Supports WA. This policy and procedure must apply to all workers.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Safety	The condition of being protected from or unlikely to cause danger, risk, or injury.
Security	The state of being free from danger or threat.
Premises	A house or building, together with its land and outbuildings, occupied by a business or considered in an official context.
Facilities	A place, amenity, or piece of equipment provided for a particular purpose.

Policy

Workers are expected to uphold standards of this policy to guarantee all precautions are taken regarding the protection of external personnel, workers, participants, and personal belongings. The Infinity Supports WA retains the protection and security of workers and visitors through a wide range of security measures connected to the premises. The security and safety of all workers and guests are accomplished in combination with existing legislations along with work health and safety standards set by Infinity Supports WA. The office premises will be secured constantly, to prevent trespassing. Workers and other interested parties must be able to access all systems within Infinity Supports WA in a reliable and protected manner at any given time; these areas are always to be maintained.

Procedures

Workers of Infinity Supports WA

Inductions will provide workers with equipment and information, as part of orientation and training programs.

Damages/ Theft of Facilities or Personal Belongings

In a situation where personal belongings, workers must report to the Director immediately who will take the appropriate steps, including calling authorities or communicating with applicable insurance companies.

Working Environments

Infinity Supports WA strives to create an adequate working environment for both participants and workers. This is to ensure comfortability and efficiency when delivering care and services. Infinity Supports WA personnel will be trained in house cleaning protocols to ensure the correct standards are being met.

A clean work environment must be maintained consistently, to ensure the health and well-being of both participant and worker are being adhered to. It is also important that all floors are kept tidy, to ensure the risk of falls, trips and injury are eliminated. Floors must be maintained to minimize any potential obstacles, in the event an emergency occurs and an individual needs to be attended to immediately.

Inductions

Inductions will provide workers with necessary training and education via online modules.

Supporting Documents

Documents relevant to this policy and procedure include:

- Participant Incident Management Policy and Procedure. 2.13
- Individual Risk Assessment. CF007
- Risk Register. RO7
- Home Risk Assessment. CF006

- Incident Management Policy and Procedure.2.13
- Work Health and Safety Improvement Register.RO10
- Work Health and Safety Policy and Procedure.1.22

By signing this document, I acknowledge that I have read and understood the Safety and Security Policy and Procedure. I need to comply with this policy and procedure, and that Infinity Supports WA can change or update the policy at any time.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.16 Return to Work Policy and Procedure

Policy and Procedure

The Return-to-Work Policy and Procedure specifies the correct and adequate protocols, in which all personnel of Infinity Supports WA must adhere to when returning to work.

This Policy and Procedure will only apply to the individuals who have sustained or suffered injuries or illnesses resulting from actions carried out by a worker, in conjunction with the venture and service of Infinity Supports WA.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Sustainable	Continuing for an extended period or without interruption.
Injury	An instance of being injured.
Duty of Care	A moral or legal obligation to ensure the safety or well-being of others.

Policy

Infinity Supports WA strives to assist and comfort all relevant personnel and their participants. Where deemed appropriate, Infinity Supports WA is committed to aiding workers who have fallen sick or have sustained injuries while conducting tasks and duties of Infinity Supports WA. Infinity Supports WA will assess the needs of the injured or ill employee by establishing, implementing and monitoring the return to work service through consulting with the employee, the appointed doctor, the relevant staff and the compensation insurance provider for our workers.

Infinity Supports WA priority and duty of care are to ensure that all participants, workers, volunteers and other relevant personnel are safe from all potential injuries and illnesses where applicable. Where a worker is returning to work from a sustained injury or illness, Infinity Supports WA will commit in the assistance of resuming their care and services.

The first aspect that must be completed for Infinity Supports WA to provide job compensation insurance details, including the procedures and which certified occupational recovery service can be employed and if an additional medical examination is needed to return to work. It is the responsibility of Infinity Supports WA to provide an appropriate alternative of work duties, as this becomes an important part of the rehabilitation development. If however, an individual is unable to complete the newly found duties assigned to them and is creating a negative impact, then they must not be made terminated from Infinity Supports WA.

It is significantly important that Infinity Supports WA is not to terminate a worker if they have become unable to perform work-related task and services, within a time period of six months of sustaining the injury or illness. Infinity Supports WA CEO/ Director or authorised personnel must create and review an Accident Management Plan of the affected individual. The reason for establishing an Accident Management Plan is to ensure all the required and necessary medical treatment is continuously applied to upon the time in which the injury was obtained.

Infinity Supports WA Management is solely responsible for providing workers with relevant information regarding injuries and returning to work protocols.

Procedure

Infinity Supports WA implements the Return-to-Work Procedure to ensure the correct measurements are taken, as well as the appropriate actions are made when allowing an individual to revisit previous duties.

Workers Re-Commencing Work

Infinity Supports WA will assist workers who are medically unable to return to their pre-injury tasks by exploring alternative work in Infinity Supports WA. By fulfilling duties that could potentially further injure workers, this is harmful and dangerous to the worker. Therefore Infinity Supports WA utilises an alternative approach of duties to ensure workers do not make their injuries worse or sustain ongoing and permanent damage.

Infinity Supports WA Management will arrange an appropriate person to explain to the injured worker the return to work process. Should the situation arise where the injured worker has sustained damaging injuries, and they are unable to commence work with Infinity Supports WA for a prolonged amount of time, Infinity Supports WA Management will assist them in alternative processes and opportunities such as Work Cover.

A Return to Work Plan will be established and will specify the correct actions that will be made for that individual to presume the duties of Infinity Supports WA. The Return to Work Plan will include opportunities for alternative duties, tasks and potentially altered hours. The plan will be endorsed by a doctor that was or a relevant rehabilitation provider.

Settlements of Conflicts

There may be circumstances in which the affected individual is experiencing difficulties with their new arranged duties or is not in agreement with their assigned Return to Work Plan. In the event this situation is present, then Infinity Supports WA is committed to assisting the injured individual, as well as their chosen representative. This is to ensure that all disagreements and differences of opinions are attended to and are resolved. If however, the surfacing issues are unable to be resolved, then it will be encouraged to seek advice and assistance from the doctor of that individual, rehabilitation services and insurance agents.

Tasks and Duties

Where a worker is unable to resume previous tasks and duties, then alternative arrangements will be determined. The Director and/or authorised personnel will be the only individual who can arrange suitable alternative tasks. Once these duties have been established, a Return to Work Plan will be created for that individual.

Although the Return to Work Plan will be created by Infinity Supports WA Director or authorised personnel, the actions must be in accordance with the medical advice and evidence of the doctor of that individual.

Many aspects should be considered when appointing suitable duties to the retuning worker who was previously injured. Altered or specific duties, tasks and activities should include differed hours in which the individual was not performing initially, as well as conducting different tasks and duties of Infinity Supports WA. Upon consulting with all relevant parties, these responsibilities will be defined and stated in writing and frequently checked.

Injury, Incident and Accident Management

Where a worker has sustained injuries, Infinity Supports WA must be immediately notified. Management must ensure that, as soon as possible, the wounded person gets medical treatment.

The incident will be recorded and documented and stored in Infinity Supports WA files. It is the responsibility of Infinity Supports WA authorised personnel to consult with the specialist appointed by the injured employee who is responsible for managing the injury appropriately. They will then ensure that the injury is reported to the relevant state body such as Worksafe, within a duration of 48 hours of the incident.

Supporting Documents

- Infinity Supports WA Human Resources Policy and Procedure 1.18
- Infinity Supports WA Work Health and Safety Policy and Procedure 1.22
- Infinity Supports WA Workers Code of Conduct 1.23
- Infinity Supports WA Fairness, Prejudice and Workplace Harassment Policy and Procedure 1.4
- Incident Report SF008
- Staff Incident Register RO9

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1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.17 Fire Safety and Emergency Policy and Procedure

Policy and Procedure

Infinity Supports WA adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all participants, workers, volunteers, and any other related personnel remain safe. If for any reason a fire, emergency or disruption of any kind occurs, all personnel and participants have an adequate understanding of how to evacuate premises safely. For further information, Infinity Supports WA may refer to the Work Health and Safety Policy and Procedure.

Definitions

Emergency	A serious, unexpected, and often dangerous situation requiring immediate action.
Evacuation	The action of evacuating a person or a place.

Policy

It is the responsibility of Infinity Supports WA to establish emergency plans and measures. Infinity Supports WA adopts the Fire Safety and Emergency Policy and Procedure to ensure that in the event of an emergency, all related personnel have adequate understanding and training on the actions that are required to evacuate and manage the situation safely.

Services provided to provide personal care; counselling and support services to persons living in the community have a vital contribution to make in an individual's safety and welfare. Infinity Supports WA would help individuals by facilitating major emergency readiness to strengthen individual protection and responsiveness. It is the responsibility of Infinity Supports WA to ensure the safety and wellbeing of all relevant parties including participants, workers and volunteers. An essential aspect of ensuring safety to all is the protection of all potential fire and emergency risks. Infinity Supports WA will comply with the relevant legislation and statutory provisions of fire safety.

Workers Responsibilities –

- Assisting with fully independent individuals in establishing their specific personal emergency service.
- Such as involved parties, relatives, and local service providers, guarantee that all knowledge about the applicant, such as contact information of the person involved and next of kin, is current and readily available.
- When service provision is delayed, provide alternative options for individuals involved as a component of assistance preparation
- Are to notify any relocations and facility terminations due to emergencies to the participants and their relatives where applicable.

When key aspects of the individual's Assistance System updates, personal emergency measures should also be assessed and adjusted frequently.

Procedure

Continuity and Emergency Plan

The Emergency Plan must include all aspects of ensuring the safety of potential hazards and emergencies. The first aspect that should be included in the plan is the form of response that is required in the event of severe weather, flooding, fires and any natural disaster. It must also inform readers of the response to all chemical incidents and how they can be managed safely. Secondly, the contact information of all personnel who possess a key role when managing emergencies and fires. These key personnel include first aid officers, fire emergency services and fire wardens. Local emergency services such as the police, ambulances, fire brigades, hospitals, emergency rooms and also prison centres should also be visibly displayed for all personnel. Next, definitions of systems for notifying individuals to emergencies or potential emergencies and contacting impacted individuals or their guardians

Management of Emergencies

Infinity Supports WA will establish and implement an Emergency Plan, as well as an Evacuation Plan. Both of these plans are created by the Director and will be conducted annually.

When both an Emergency Plan and an Evacuation Plan are created, there should be considerations that are put into place. One of them being that the /Director should prepare for all aspects of potential emergencies and hazards. These may include, however, are not limited to fires, severe weather and storms, natural disasters and displacement and extended service disruption of Infinity Supports WA. The Director must establish these plans based on all scenarios, to ensure that actions are made for these situations.

Fire Safety

In the circumstances, a participant is receiving Infinity Supports WA support and service via their own premises, it is the responsibility of the participant to ensure they possess fire safety knowledge and procedures of their own. If they do not have an understanding of fire safety, it is encouraged for workers that are attending to the participant tutors them about the subject. This is to ensure that the participants have an understanding of what to do if a fire or emergency occurs, and strive to maintain health, safety and wellbeing.

Severe Weather

As mentioned above, the Emergency Plan should consider the potential risks of severe weather. Severe weather covers all aspects of extreme temperature (hot and cold) as well as severe storms. As participants are the most vulnerable to severe weather and temperatures, identified plans must be created for workers who are delivering care and services.

Workers should be aware of the support requirements of managing participants in severe heat temperature and heatwaves. Workers should identify participants who are at the most risk of being affected to the severe heat. This is to ensure that all workers who may be providing services to that particular participant are made aware of the considerations that should be met in the severe weather. Protocols should be established and displayed on the Emergency Plan and inform workers on the ways in which they are able to assist them in the affected time. Information relating to identifying symptoms

and signs of dehydration should be included. It is also essential that the Emergency Plan entails the actions required if in the situation a participant has become affected by the heat.

In the event, the temperature exceeds 28 degrees Celsius while delivering care and services to participants; workers must be providing additional precautions than normal. Workers should encourage participants to maintain their fluids and should encourage them to drink water frequently. If a participant is not in agreement with intaking frequent water, then they must be constantly encouraged. Where possible, workers should accompany participants to remain in a cool and air-conditioned facility for as long as possible. This is to ensure they are not exposed to the heat for a large amount of time. Recommended facilities for assisting participants to remain indoors are location such as shopping centres, community centres and libraries. On days that are over 28 degrees Celsius, it is highly recommended for participants to wear light-coloured clothes and try to refrain from clothing that is black or equivalent. This is due to the sun absorbing darker colours while being exposed and results in creating additional heat. Loose-fitting clothes are also highly recommended on hot days. When a participant gets sun exposure, sun protection such as sunscreen, a hat and sunglasses are recommended to be worn throughout the duration of exposure. If a situation occurs that an excursion of any form was planned on a hot day, then Infinity Supports WA should consider the risk of conducting the activity. This is to ensure that all participants are safe and are at no risk of heatstroke or illness caused by long exposure to the sun. It is significantly encouraged and recommended that the participants do not consume caffeine and alcohol. As caffeine and alcohol affect the hydration of an individual when intaking both substances, by consuming both of these while being exposed to the sun will cause dehydration to participants. Another consideration that will be taken into account is to ensure that where applicable, all window coverings are utilised to block out both the sun and the heat. If there is no accessible form of air conditioning, then workers should utilise wet towels to maintain coolness and body temperature of the participant. A foot bath is also recommended; however, workers must ensure that the temperature is cool, as this will lower the temperature a participant may be feeling from the hot day.

It is essential that not only the participants are being attended to in severe heat exposure, but also the workers themselves. Infinity Supports WA is committed to ensuring and maintain the safety, health and wellbeing of its workers. Workers will be encouraged to follow and comply with the same safety precautions of severe weather, as they do to participants.

Knowledge and Preparation

Infinity Supports WA acknowledges the importance of ensuring all related personnel are competent to fire safety and emergency measures. The implementation of knowledge and preparation will encompass aspects of vital things that should be considered when developing the plan. The first aspect is to include an established and utilised Emergency Plan. It is essential that a contact list is created and should include the contact details of participants, workers, emergency services and the next of kin of all personnel. These details are available on the Shift Care mobile app.

Ensuring Participants are Prepared and Understand Protocols

Infinity Supports WA is committed to encouraging participants who are receiving care and services in their own home to establish a Personal Emergency Plan or in the least, a set-out guide on which actions to take. Workers will assist in the planning process with participants and their chosen personnel. Their

Personal Emergency Plan will cover all aspects of possible emergencies and will establish specific protocols in case any situation was to occur. Both participants and workers need to consider all the possible characteristics of fire and emergency safety. The first consideration should be the care and health requirements of a participant. The specific available and required transportation of the participant should also be listed. The location and surrounding suburbs, environment, resources and vegetation should be identified, as all aspects should be considered. The last consideration that should be taken into account when creating a Personal Emergency Plan is to clearly display the contact details of all relevant emergency services and resources.

Receiving Severe Emergency Information

There may be a possibility that Infinity Supports WA, unfortunately, experiences an emergency of some type. It is important that Infinity Supports WA collect accurate and sufficient information on the current conditions of the emergency. Infinity Supports WA should utilise entrusting sources such as television, radio, weather forecast sites and channels. Infinity Supports WA should refer to their state emergency apps for quick and effective updates.

To participants who are considered more vulnerable, authorised personnel of Infinity Supports WA must contact emergency services to attend to that individual.

Supporting Documents

Documents relevant to this policy and procedure include:

- Work Health and Safety Policy and Procedure 1.22
- Participant Incident Management Policy and Procedure 2.13
- Continuity and Emergency Plans BF009
- Incident Response Plan CF013

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.18 Human Resources Policy and Procedure

(Refer to Annexure 1 for additional HR policies and procedures effective 6th February 2023)

Policy and Procedure

The goal of this policy and procedure is to demonstrate the reliable, clear, and appropriate human resource practices of Infinity Supports WA. It will set out the recruitment and selection of workers, Management, and exit procedures for Infinity Supports WA.

For further reference and information, Infinity Supports WA should refer to the Staffing Policy and Procedure. It applies to all to all Infinity Supports WA workers who deliver disability-specific services and supports within Infinity Supports WA upon initiation of the employment of additional workers to the organisations.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Reliable	Consistently good in quality or performance; able to be trusted.
Redundancy	The state of being not or no longer needed or useful.
Declaration	A formal or explicit statement or announcement.
Conviction	A formal declaration by the verdict of a jury or the decision of a judge in a court of law that someone is guilty of a criminal offence.
Indictable offence	More serious criminal charges are called indictable offences. An indictable offence is an offence where the defendant has the right to trial by jury. Major indictable offences must be heard in the District Court or the Supreme Court.
Precluding offences	A person has a precluding offence if either of the following is on their Police Check Certificate: a conviction for murder or sexual assault; or, a conviction of, and sentenced to imprisonment for, any other form of assault
Spiritual Support	Spiritual support in the nursing interventions classification, a nursing intervention defined as assisting the patient in feeling balanced and connection with a greater power.
Multidisciplinary	Combining or involving several academic disciplines or professional specializations in an approach to a topic or problem
Statutory Declaration	A prescribed declaration made under statutory authority, which may in certain cases be substituted for a statement on oath.
Obligation	An act or course of action to which a person is morally or legally bound, a duty or commitment.
Misconduct	Unacceptable or improper behavior, especially by an employee or professional person.

Policy

Taking into consideration the qualifications and experiences of Infinity Supports WA workers, to meet legislative, policy and service standards, Infinity Supports WA will hire enough specialists and support workers. All workers of Infinity Supports WA will maintain a clear Police Record Check or NDIS Worker Screening Check, and if working with children a Working with Children Check.

Infinity Supports WA is devoted to creating a diverse and talented workplace that has the capability to provide high-quality essential services to all participants.

Worker Responsibilities –

- Maintain current licences and qualifications required for the role they are undertaking.
- Provide references prior to recruitment.
- Provide current national police check or NDIS Screen Check.
- Provide feedback about the recruitment process.
- Follow all Infinity Supports WA policy and procedures.

Director Responsibilities -

- Provided clear instructions and training as required by management.
- Assess the Infinity Supports WA's performance annually against Continuous Improvement Plan.
- Ensure all workers have relevant mandatory checks.
- Ensure all workers have relevant qualifications.
- Develop selection criteria for different job roles.
- Advertise hiring and respond to enquiries.
- Organise recruitment.
- Ensuring the Human Resources Policy and Procedure is being followed.
- Conduct reviews.
- Manage stakeholders.

Procedure

Student Placements

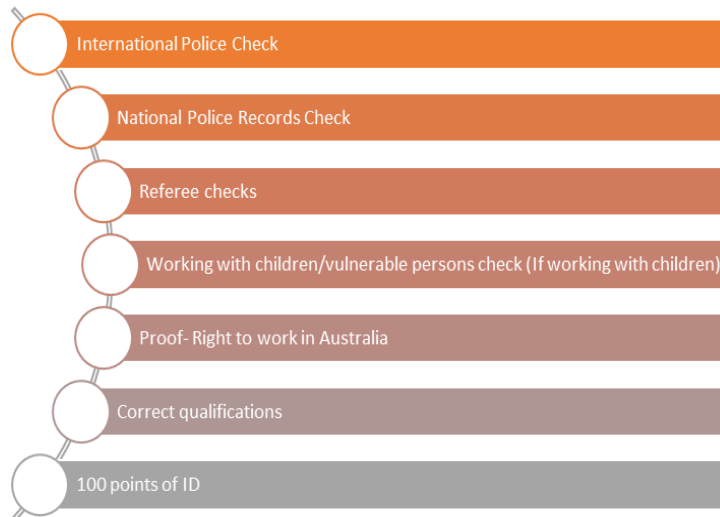
The applicable state Standardised Student Induction Protocol requires students to have an appropriate police check issued within three years prior to commencement of placement and not earlier than six months prior to course commencement. A police check is mandatory for students older than 18; police checks are not needed if the student is under 17.

Students who have lived overseas for 12 months or longer in the last 10 years are excluded from the usual requirement. However, the student must complete a statutory declaration stating that the police do not convict them for any act committed in Australia or any other country in the past or for any offence proven guilty, committed in Australia or any other country.

Worker Orientation Module

All workers (including business Directors) are required to complete the worker orientation, Induction module requested by the NDIS Commission; and Covid 19 infection Control this can be completed at <https://www.ndiscommission.gov.au/workers/training-course>

Mandatory Checks



According to employment contracts, all workers are required to inform management of any criminal offence they have been charged with. The worker must reveal any formal disciplinary measures that a current or former worker may take against them. This includes any allegations of inappropriate or unprofessional behaviour, by any court or tribunal of any kind the worker has been exposed to by an employer, law enforcement agency or any institution of justice, in Australia or any other country.

International Police Checks

When hiring new workers in Australia, it is critical to perform official, secure national police checks on individuals. However, the results of those checks do not include criminal history outside Australia. Candidates bring new knowledge and skills because of international work experience, but they may have engaged in reportable criminal activity.

An international police check fills in the blanks, giving employers confidence needed to make smart HR decisions. Workers will be required to present an International Police check if they were residing overseas for more than 12 months. For a criminal record check, potential workers will need to contact the appropriate Overseas Police Force. An international Police Check will not be required if the individual was a minor when they were overseas. Depending on the country of origin, they may not authorise permission to release the details of the person in question. If it is not possible to acquire the police check, Infinity Supports WA needs to then document and keep a record of the reason why their international police check wasn't provided. As a last resort, workers can acquire a statutory declaration, inclusive of two witnesses', for the witnesses' to be valid they must have or of had a personal relationship with the worker whilst they were overseas.

National Police Check

Outcomes:

- No previous offences- position may be confirmed
- Previous offences- the individual cannot then simply get the position.

Applicants with a category A offence have limitations, they include, required written approval from the Director of the Office of Professional Practice and the Divisional Deputy Secretary of the Department of Human Services. They may not work directly with participants, abiding by the Child Protection Handbook.

In the remaining situations, the Management of the Infinity Supports WA must supervise the selection process to determine the suitability of the applicant for jobs or placement. This includes confirming that:

If Infinity Supports WA chooses not to employ the applicant with a police record, management must notify the unsuccessful applicant of the decision, the reasons why and provide the unsuccessful applicant with the opportunity to address the outcome and advise the participant of the opportunity to review the decision.

Working with Children Check and Other Checks

Management of Infinity Supports WA must guarantee that workers or volunteers given a Negative Notice do not perform child-related work and that the status of all workers requiring a Working with Children Check is frequently checked. Workers and volunteers are required to notify Infinity Supports WA if they have been given an Interim/Negative notice within seven days of receiving it.

All potential workers must verify their identity by supplying photo ID and a copy of qualifications. Where a qualification is needed for the job role, the original qualification must be copied, approved as a true copy of the original and dated by the delegate and then returned to the individual. If the qualification and its legitimacy are in question, management will approach the issuing institution directly to check that the qualification has been completed and granted to the applicant on the date stated.

Starting 2022, Infinity Supports WA requires all employees and potential candidates to hold NDIS workers screening check as per guidelines from NDIS and other relevant authorities.

Storage of Documentation and Confidentiality

Any Infinity Supports WA information gathered must be handled with the highest standard of confidentiality and security in compliance with the relevant legislation requirement. Infinity Supports WA must ensure compliance with Records and Information Management and Privacy and Confidentiality policies and procedures.

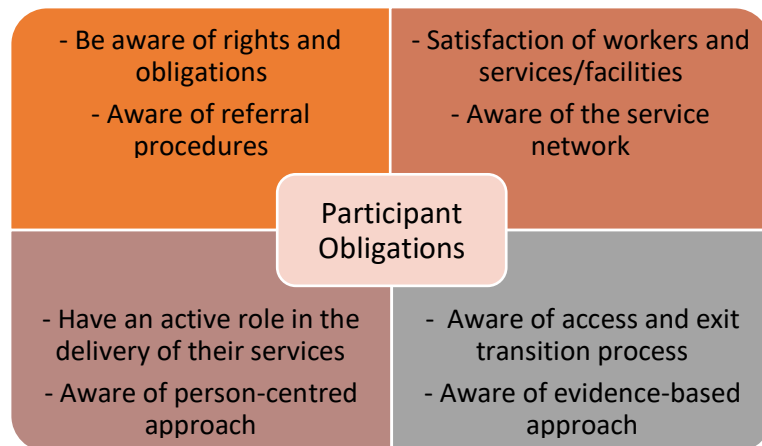
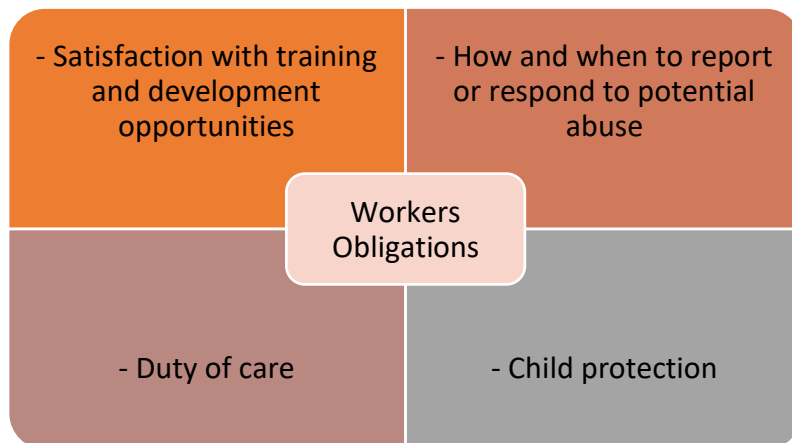
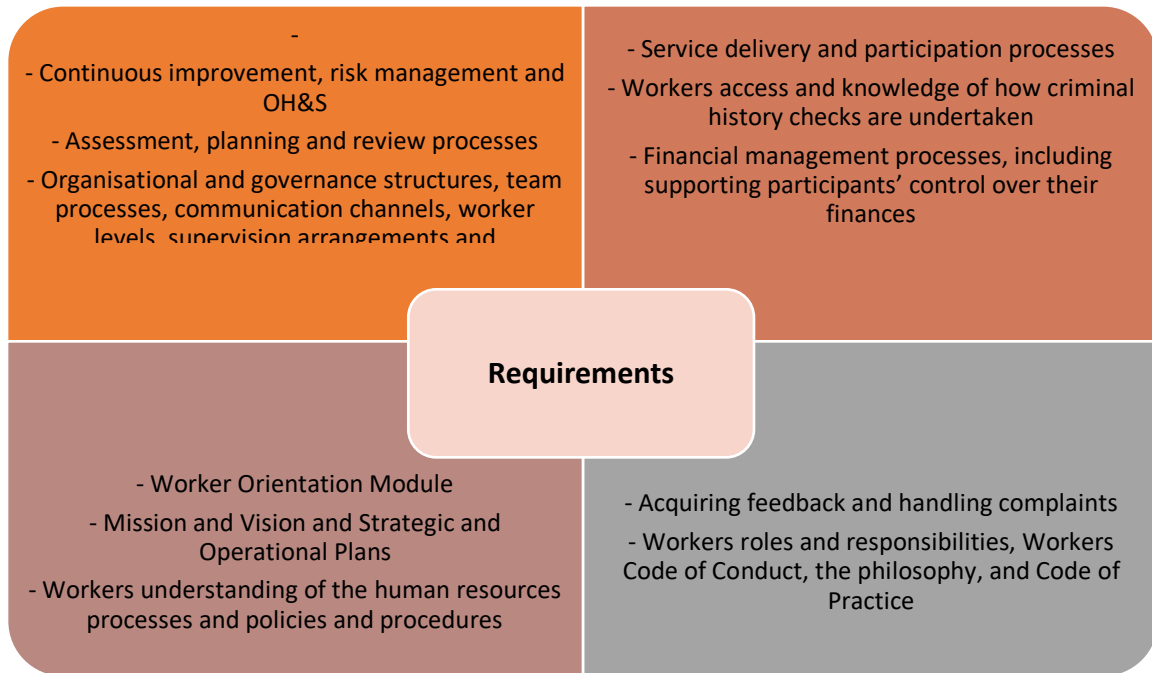
Induction

It is required that all new workers, partake in an induction before they commence engagement with participants. The following information outlines the areas Infinity Supports WA is required to educate all workers around.



Infinity Supports WA

ACHIEVING GOALS AND BEYOND



Workers Management and Retention

Regarding the ongoing management of workers, Infinity Supports WA management is responsible for providing ongoing training and development of workers, as well as encouraging a cooperative

workplace, promoting workers and volunteers to take responsibility and use initiative. Management is responsible for the mentoring and performance reviews of Infinity Supports WA workers.

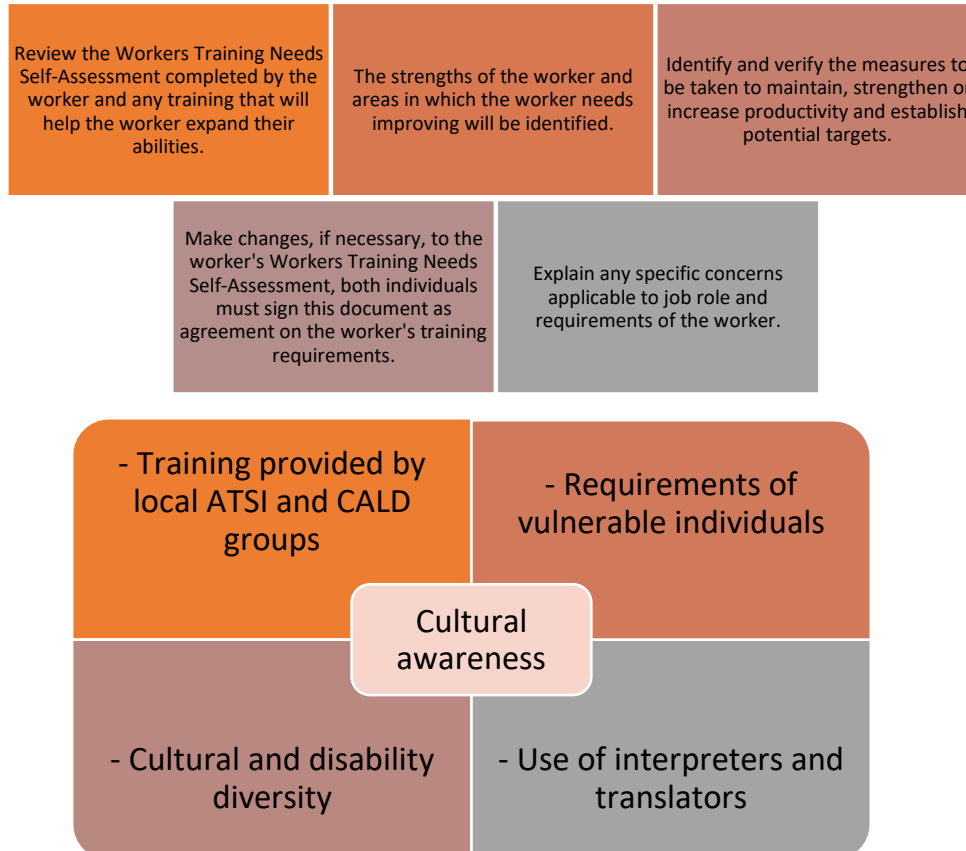
The following organisational policies and procedures promote the success and development of workers:

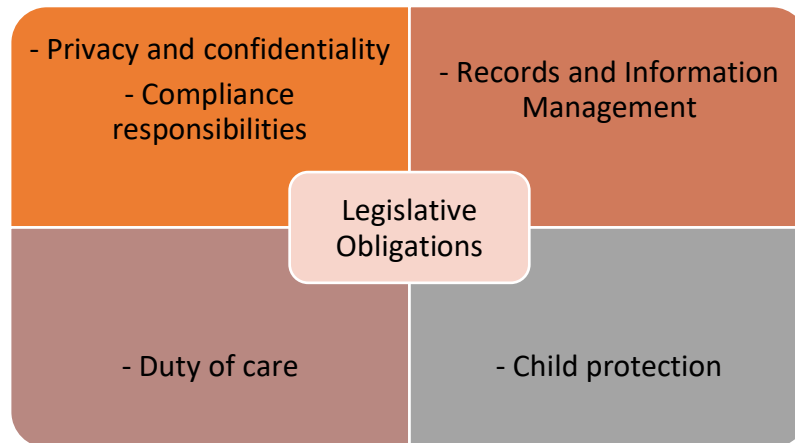
- Code of Conduct.
- Continuous Improvement.
- Disputes and Grievances.
- Equity, Anti-Discrimination and Workplace Harassment.
- Financial Management.
- Human Resources.
- Occupational Health and Safety.

Performance Assessment and Appraisal

Performance reviews will be carried out on an annual basis for all workers; it will assess the ability of workers to fulfil their role, recognise and implement the policies and procedures of Infinity Supports WA and present an incentive for future professional targets to be set. Workers will be informed two weeks before the date and time of their performance review by the Director.

Management will evaluate their workers ' performance in the past year and take provisional notes prior to the interview date. During the interview, either the Management or the worker can request a support person to attend. Performance Reviews will:





Management must complete a Workers Performance Review Feedback Form, in which improvement methods are needed. The Worker and management must complete and sign a Workers Performance Improvement Plan. After the Performance Review, a Worker Training Plan should be conducted and signed by the worker and management. A copy shall be provided to the worker. All documents that relate to the worker's Performance Reviews must be stored on their worker record and in Infinity Supports WA Disputes and Grievances Policy and Procedure.

Process for worker claims When making a claim, the following steps are implemented:

Record their injury in writing within 30 days of becoming aware in the Register of Injuries. This can be done by the worker or an individual on their behalf.

If the injury was the result of an accident with a vehicle, it must also be reported to police.

A doctor will need to evaluate the worker, who will determine the required duration and type of treatment. The doctor must issue a Capacity Certificate which is required to submit a claim.

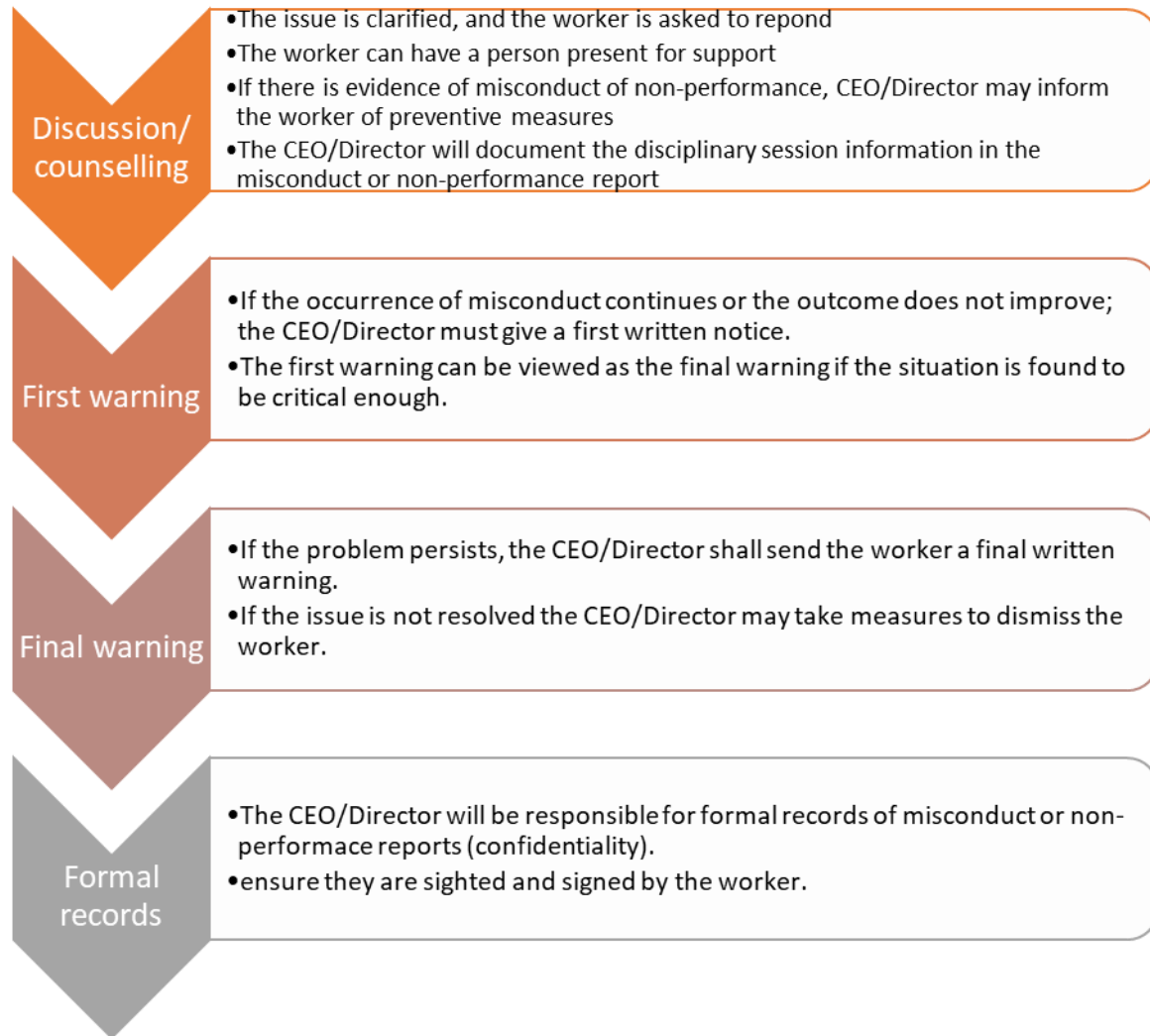
A Workers Injury Claim form (available from Worksafe Western Australia) must be completed and submit it to management.

Workers seeking Workers Compensation may be ordered to attend an independent medical assessment to support Worksafe within the state of service in making decisions about the potential compensation entitlements, diagnosis, healing, rehabilitation and return to a safe workplace for the individual.

Workers claiming Workers Compensation can also be asked to submit a statement to a Worksafe within the state of service Circumstance Investigator in question.

Worksafe within the state of service must inform workers seeking compensation of the result within 28 days of the date the application is received.

Disciplinary Process:

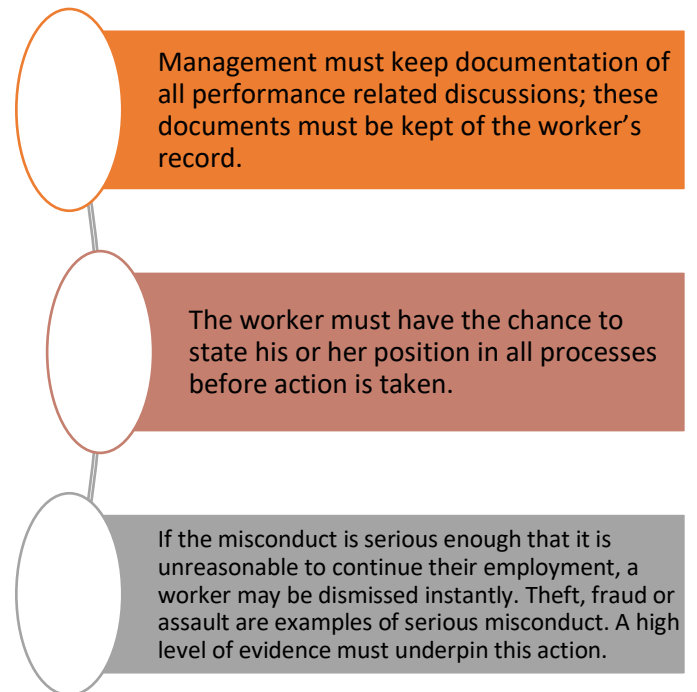


Corrective Actions and Penalties

It is managements responsibility to address any disappointing worker work ethic and communicating this to workers. A worker may face disciplinary action if the individual fails to perform satisfactorily, commits misconduct, or does not comply with the Code of Conduct and Policies and Procedures of Infinity Supports WA.

Misconduct:

- Finalise a misconduct/non-performance report
- Training, to improve worker's performance
- The worker is given a reasonable time before another review

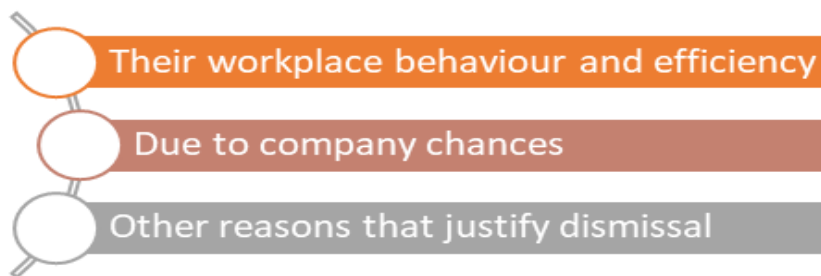


Dismissal of Workers

If an Infinity Supports WA worker would like to resign, they must do so in the correct process, following the relevant Industrial Award.

Infinity Supports WA must ensure that any worker dismissal abides with all State and Federal legislation and the worker's Employment Contract. They must ensure the worker has been dismissed for a valid reason; the worker was told about the issue and given reasonable to rectify it and providing the worker with the correct notice.

Reasons for dismissal:



Ongoing Training and Development

Induction, recruitment, and organisational and professional development information given to all workers will be held on each worker's file, as well as in the Training and Development Record on Shiftcare for Infinity Supports WA. Infinity Supports WA is committed to maintaining workers have the essential knowledge and experience to perform their duties competently and provide continuous training and development opportunities for workers who expand and strengthen their skills and provide them with advancement opportunities within the organisation.

It is the responsibility of the Director to track training and future needs in the Workers Training and Development Registry of Infinity Supports WA.

Workers Annual Performance Reviews will encourage workers to take an involved position in identifying their training and developmental needs in consultation with Management. Infinity Supports WA will reflect on consideration of covering or helping to assist with the cost of further education, training and acquiring qualifications, this could consist of Management deciding it is vital for a worker to acquire skills or qualifications in order to fulfil their work-place duties.

To ensure Infinity Supports WA workers are all up to date regarding their training, Infinity Supports WA may require workers to complete extra training, to further their professional development. Considering the organisation's needs and the skills of workers, professional advancement prospects will be provided with the fairness of access to all workers by Infinity Supports WA. Infinity Supports WA will not contribute to the cost of training if a worker wants to pursue additional education and training that is not necessary by their current position or that applies to the requirements of Infinity Supports WA. Considering the impact on service delivery or other workers, a worker shall be provided study leave if required for attending assessments or examinations for up to two days.

Supporting Documents

- Equity, Anti-Discrimination and Workplace Harassment Policy and Procedure 1.4
- Workers Records (shiftcare)
- Training and Development Register. RO17
- Disputes and Grievances Policy and Procedure 1.5
- Code of Conduct 1.23

- Return to Work Policy and Procedure 1.16
- Employee Performance Appraisal HR004

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1.19 Whistleblowers Policy and Procedure

Policy and Procedure

The Whistleblowers Policy and Procedure is maintained within Infinity Supports WA, to eliminate any risk of fraudulent conduct or coercion. Infinity Supports WA will clearly communicate and inform all personnel about the standards and regulation that this policy and procedure contains.

All personnel must understand and acknowledge the Whistleblowers Policy and Procedure. Any individual who has not adhered to this policy and procedure will endure serious consequences.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Whistleblower	A person who reports on a person or organisation regarded as engaging in unlawful or immoral activity.
Corrupt	Having or showing a willingness to act dishonestly in return for money or personal gain.
Disclosure	The action of making new or secret information known.
Delegate	A person sent or authorised to represent others, in particular an elected representative sent to a conference.

Policy

Infinity Supports WA implements the Whistleblower Policy to ensure all individuals are granted with an adequate working environment that is free of any dishonest and unethical behaviour. All personnel must remain honest and confidential of all Infinity Supports WA information and actions.

Infinity Supports WA will provide each individual with the necessary information that is required to offer a person valuable understanding of the Whistleblowers Policy. Each person is expected to abide and follow this policy. Failure to do so will result in extreme consequences.

Worker Responsibilities –

- To abide by this Policy and Procedure.
- To report all potential whistleblowers.
- To remain truthful and honest if reporting any whistleblowers.

Management Responsibilities –

- Provide all necessary and correct information to ensure that all individuals understand and recognise the importance of the Whistleblowers Policy and Procedure.
- To conduct a fair investigation.
- Ensure all aspects and information is recorded and correctly reflects the events.
- Implement all corrective actions where required.

Procedure

The Whistleblowers Procedure outlines the importance of maintaining and providing an appropriate and positive work environment, free from any corrupt conduct. This procedure must be taken seriously, and all personnel are implementing and following the expected regulations.

The individual answerable for the receipt of data associated with potential misconduct, or a problematic situation that may occur, is referred to as the delegate. The delegate is the key personnel who is responsible for dealing with all transgression that may arise within Infinity Supports WA. If for any reason the assigned delegate is not the appropriate body to resolve or investigate a complaint made to them, then Infinity Supports WA will designate an alternative individual that can make a suitable decision.

Any person who has witnessed any form of whistleblowing within Infinity Supports WA is expected and advised to contact the delegate immediately. Once they have made a formal complaint to the delegate, the discloser may request an external meeting that is not located at Infinity Supports WA, to ensure privacy and confidentiality are present. When the individual has submitted a complaint, then the delegate will assess and review the provided information. The delegate will then assess if the disclosure is a citizen's passion disclosure and evaluates the matter for the basic components of a secure disclosure.

Investigation of Whistleblowers

In the events a Whistleblower is present within Infinity Supports WA an investigation will be conducted. However, before an investigation is to be conducted, the individual who is submitting the complaint will be advised to provide any additional information and materials that could help further the investigation process. The Director or other authorised personnel will be responsible for investigating and resolving the matter. The assigned delegate or investigator will communicate all relevant and required bodies to be able to proceed with the investigation. They are also required to establish a date in which the investigation will be completed.

The delegate is also responsible for creating a plan, which entails all necessary information that will help to resolve the case. The form should include the following; however, it is not limited to:

- Personal details of both the discloser and the alleged persons.
- Thorough details explaining the events that occurred, ensuring all are honest and reflect the correct actions.

- All information and evidence that a person possesses.
- Identify the people who are involved in the investigation. This should include the delegate, disclosure, the alleged whistleblower, and any witnesses that may be involved.

The delegate must maintain protection of the identity of the alleged individual, to ensure no foul play or misconduct is furthered. It is the responsibility of the delegate to take extra precautionary measures to protect their role in the investigation. Once the timing is deemed appropriate, then the identity of the alleged will be released; however, it must be made known to that individual before doing so. The delegate will frequently communicate any updated information of the case to all parties involved.

Once the delegate has conducted an investigation, they must complete a thorough written report, which will have recorded all the actions and findings that were involved throughout the investigation. They are then expected to submit all documents to key personnel who was never involved in the investigation. The delegate is also expected to maintain the confidentiality of the identity of the individual who has been disclosing information for the case. The only instance where the disclosures identity is to be released is if the disclosure has recruited legal advice. All documentation that has been created from the investigation will be made as a copy and given to the disclosure.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Incident Form. SF008
- Incident Register. RO6
- Complaint Register. RO12
- Privacy and Confidentiality Policy and Procedure.1.6

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1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.20 Personal Protective Clothing and Equipment Policy and Procedure

Policy and Procedure

Infinity Supports WA will implement and maintain the Personal Protective Clothing and Equipment Policy and Procedure. This is to ensure that all personnel involved within Infinity Supports WA are kept safe and are at low risk of injury. All required equipment will be provided to each person to ensure that it reflects correctly and in accordance with their job position. It is standard that all personnel are to wear their appropriate attire and equipment when undertaking specific tasks. All protective clothing and equipment must be in accordance with Infinity Supports WA guidelines and regulations.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Bacteria	A member of a large group of unicellular microorganisms which have cell walls but lack organelles and an organised nucleus, including some which can cause disease.
Hazardous	Risky; dangerous.
Protective	Intended to protect someone or something.

Policy

The Personal Protective Clothing and Equipment Policy indicate that Infinity Supports WA must provide and implement protective clothing and equipment to all personnel participating in Infinity Supports WA. All individuals must ensure that they are abiding by this policy to minimise any risk of injury or mishaps that can occur if failure to follow this policy.

Director Responsibilities-

- Provide and purchase all appropriate personal protective clothing and equipment in accordance with an individual's job position.
- Maintain all equipment to ensure it is working correctly, and no faults will occur.
- Ensuring all clothing and equipment are being constantly implemented and enforced within Infinity Supports WA.
- Discuss and instruct to each worker on how to use their PPE provided by Infinity Supports WA Provided appropriate locations for each bit of equipment.

Worker Responsibilities –

- Ensuring all personnel are wearing the correct and appropriate attire at all necessary times.
- Using accurate equipment when completing an individual's specific task.
- To ensure all uniform and equipment are kept tidy, presentable and in a respectable manner.
- Request and inform to nominated personnel if new clothing is needed.
- Ensure that if any equipment or clothing is lost or damaged, it is reported to the correct person in Infinity Supports WA.
- Ensure that all equipment that is no longer in use are disposed of correctly.

- Ensure that all PPE is stored in a sanitary environment.

Procedure

Infinity Supports WA will implement the Personal Protective Clothing and Equipment Procedure to ensure the safety of all personnel while participating in Infinity Supports WA. Infinity Supports WA will provide all appropriate equipment to everyone, to ensure that it is in accordance with their relevant position within Infinity Supports WA. Each person provided with equipment is expected to implement and follow this procedure constantly.

Personal Protective Clothing and Equipment, most known as (PPE), is designed to be worn by an individual and protect them from any risk of injury or illness.

Description and Implementation of PPE

Gloves

Common Utility Gloves (Household): General purpose gloves are solely worn to protect an individual's hands from any contact with chemicals and reduce the risk of transmission of germs and bacteria. Any individual completing housekeeping related duties are to ensure that they are wearing common utility gloves. Different tasks that a housekeeping duty may contain are:



- Contact with body fluids, including blood.
- Cleaning of surrounding environments.
- Changing and handling an individual's linen.

Surgical and Examination Gloves: Surgical and examination gloves are used to help minimise and prevent cross-contamination amongst participants and workers. They must be worn under the following circumstances, however, are not limited to:

- While undergoing and performing any procedure that becomes in direct contact with the participant.
- When rearranging a participant's item that has been in direct contact with things such as clothing and/or equipment.
- When performing suction techniques on a participant.

Any personnel handling items such as used tissues that are contaminated by one's bacteria must wear sterile surgical gloves.

For most participant care procedures that are performed, non-sterile examination gloves may be used.

All surgical and examination gloves are only to be used once and then disposed of. It is crucial that no individual is to wash and reuse the gloves once they have been utilised. Surgical and examination gloves must be disposed into an appropriate waste location, that will be provided by Infinity Supports WA

Disposal of gloves is required once they:

- Have been damaged or broken.

- Performing different procedures between participants.
- After coming into contact with an individual participant

Protective Eyewear

Protective eyewear is commonly used to eliminate any hazardous substances entering the eye area. Infinity Supports WA ensures to supply and provide the necessary protective eyewear in accordance with one's tasks. Protective eyewear must be worn and available to anyone who is in an environment that may contain the splattering of blood or any other body substances or fluids.



Some protective eyewear may be designed to have singular use only. Infinity Supports WA is expected to notify any individual wearing the eyewear if the disposal is necessary after the first use. However, if the protective eyewear can be used multiple times, they must be washed and cleaned with provided cleaning materials, after every use.

Gowns and/or Aprons

Personnel is expected to wear a plastic gown or apron where exposure to body substances is present. The main objective of an apron or gown is to protect an individual's clothing where the risk of contamination of blood or body fluid may be transferred. Both the neck and waste ties must be firmly secure in place.



All gowns and aprons are for singular use only and are to be disposed of once they have been utilised. Infinity Supports WA will designate a specific location to dispose of all apron or gowns. Each personnel are to wash their hands after every use.

Changing of gown or apron must occur when a person:

- Changing environments between a participant's care area or into their designated work area.
- The changing of procedures and tasks between participants.

If any blood or body substance has stained a person's clothing, it is anticipated that they are to remove before attending any other duties.

Protective Mouth and Nose Wear (Masks)

Masks are made and designed to be fluid repellent to ensure no hazardous substances enters the mouth or nose area. The mask should correctly fit the individuals face, where the nose and mouth area is completely covered. Infinity Supports WA expects all personnel to wear masks in the duration of any procedures that may come in contact with mouth or face contact. It is required that all personnel wear a mask and wash their hands before and after every use.



All masks must be:

- Singular use only and are disposed of.
- The masks remain untouched once in position on the face.

➤ Immediately disposed and is removed by handling tapes.
It is required that all personnel wearing a mask restrains all coughing and discussions are kept at a bare minimum. This is to ensure the transition of all possible bacteria.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Risk Management Policy and Procedure. 1.7
- Risk Assessment. CF006 & CF007
- Incident Form. SF008
- Incident Register. RO6
- Infection Control Policy and Procedure 1.14

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
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1.21 Technology and Social Media Usage Policy and Procedure

Policy and Procedure

Infinity Supports WA implements the Technology and Social Media Usage Policy and Procedure to ensure all personnel are using all technology and social media aspects appropriately and in accordance with Infinity Supports WA standards and regulations.

Technology systems will include internet usage, computers, laptops, printers, email, photocopying and fax machines and equipment and telephone. Social Media accounts and platforms consist of, however, are not limited to, Facebook, Instagram, Snapchat, personal email, YouTube and unrelated work internet browsing etc.

Infinity Supports WA will communicate to all personnel the expectations and guidelines of how to utilise all technology programs and platforms correctly. It is essential that no individual is to use any technology and social media for personal use unless they are authorised to do so.

Definitions

Technology	Machinery and equipment developed from the application of scientific knowledge.
Devices	A thing made or adapted for a particular purpose, especially a piece of mechanical or electronic equipment.
Conscientious	Wishing to do one's work or duty well and thoroughly.
Social Media	Websites and applications that enable users to create and share content or to participate in social networking.

Policy

The Technology and Social Media Usage Policy is implemented throughout Infinity Supports WA and outlines the importance of using all technology and social media platforms and devices appropriately and in accordance with Infinity Supports WA expected rules and regulations.

Infinity Supports WA will provide all required programs to relevant personnel. All individuals that are granted access to any communication and technology systems are expected and obliged to utilise them responsibly and conscientiously, where confidentiality and respect are provided to Infinity Supports WA.

All technology and social media systems will only be utilised for Infinity Supports WA related purposes and services. All personnel must understand the guidelines set for them by Infinity Supports WA.

While Infinity Supports WA acknowledges and understands that personnel may possess and wish to utilise their personal social media accounts in their personal life. The Technology and Social Media Usage Policy is implemented by Infinity Supports WA, however, does not anticipate prevention or limitations for an individual's use of online endeavours. Nevertheless, personnel are not to express or communicate any information regarding Infinity Supports WA, or an individual's personal feelings or

thoughts. It is crucial that any remarks or statements created by an individual against Infinity Supports WA will result in significant consequences against that person, and depending on the breach of the policy, may result in termination.

Worker Responsibilities –

- To follow and abide by the standards and regulations of this policy.
- To only use their personal phone and social media accounts out of Infinity Supports WA hours.
- To report any inappropriate activity that they may witness.
- To not share any comments or thoughts about Infinity Supports WA on any forms of social media.
- Utilise all electronic devices suitably.

Director Responsibilities –

- To continuously monitor all internet activity.
- To clearly communicate and inform all personnel of this policy to ensure all understand.
- To discuss the consequences if one has failed to adhere to this policy.

Procedure

The Technology and Social Media Usage Procedure is utilised and implemented throughout Infinity Supports WA. It outlines the standards, rules and regulations of appropriate utilisation of communication systems. All personnel must follow the Technology and Social Media Usage Procedure to ensure there is no conflict of interest against an individual and Infinity Supports WA. If an individual has ignored the principals of this procedure, Infinity Supports WA is expected to take disciplinary action against the individual.

Personal Mobile Phone Usage

All personnel involved within Infinity Supports WA are expected to turn their personal mobile phone off throughout the duration of their assigned shifts. There must be no distractions while delivering care and services to participants.

Individuals are entitled to use their personal phones on their assigned breaks. However, they are only permitted to use them in regions that are distanced from a participant's hearing range.

If a person has been allocated a phone that is required for them to complete their work tasks and duties, it must be in accordance with their contract provided by Infinity Supports WA.

In exceptional circumstances where a person is needed to be contacted immediately, authorisation from key personnel must be agreed upon. It is preferred that Infinity Supports WA is to be the first point of contact for anyone who is seeking to reach an individual that is currently working in that period. Infinity Supports WA will ensure to contact that individual who is needed to be reached and will make aware of the situation to them.

Social Media Usage

Infinity Supports WA understands that majority of personnel use and have access to their own social media accounts. Although Infinity Supports WA does not aim to discourage anyone from using or dictating the way they use social media, all personnel must understand the terms and conditions that are involved with doing so.

It is important that no personnel are to communicate with any external parties any confidential information regarding Infinity Supports WA. Any information that has not yet been disclosed to the public are expected to remain confidential. Individuals are to not share any of this information to people such as participants, external organisations, volunteers or particularly anyone that is not related or involved within Infinity Supports WA.

Any links shared throughout Infinity Supports WA must contain the relevant and appropriate content. If an individual is required to send a link, then the link must be monitored and agreed upon with key personnel.

Any fake, deceptive, pornographic, defamatory, profane, derogatory, libellous, insulting, bullying, violent, offensive or humiliating not to be submitted to another person or organisation. If an individual has carried out any of these actions via social media, which can include any fake or defamatory claims or the publishing of private information of a citizen may result in legal liability and disciplinary action made by Infinity Supports WA against the individual.

If it is necessary for Infinity Supports WA to be a part of social media for any reasons, then key personnel will assign an individual to proceed and upload any content that is required. This will then be monitored by authorised personnel who will ensure no appropriate content has occurred.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Human resources Policy and Procedure 1.18
- Record and Information Management Policy and Procedure 1.3
- Privacy and Confidentiality Policy and Procedure 1.6
- Employee Contract. SF005

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.22 Work Health and Safety Policy and Procedure

The phrase Work Health and Safety varies across the individual states of Australia and possesses different characteristics for each state. Irrespective of state in which Infinity Supports WA operates, this policy and procedure will use the quotation "Work Health and Safety."

Policy and Procedure

The Work Health and Safety Policy and Procedure is utilised and implemented throughout Infinity Supports WA, to ensure that the optimal health, safety and wellbeing all of related personnel are present at all times. It also clearly describes how Infinity Supports WA develops strategy aiming to minimise health and welfare risks for all Infinity Supports WA workers, participants, their families and visitors. It is the responsibility of Infinity Supports WA to comply and fulfil regulatory and cultural obligations. The Work Health and Safety Policy and Procedure established within Infinity Supports WA, details the commitment of Infinity Supports WA to enforcing and supporting health and safety for all participants and providing excellent operating strategies for health and safety.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Biological Hazard	A biological hazard, or biohazard, is a biological substance that poses a threat to the health of living organisms, primarily humans. This could include a sample of a microorganism, virus or toxin that can adversely affect human health. A biohazard could also be a substance harmful to other animals.
Workplace	A place where people work, such as an office or factory.
Personal Protective Equipment	It is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection.
Safety	Being protected from harm or other non-desirable outcomes. Safety can also refer to the control of recognized hazards to achieve an acceptable level of risk.
Health	Health is a state of physical, mental, and social well-being in which disease and infirmity are absent.

Policy

Infinity Supports WA principal component when delivering care and services, is to ensure and maintain that all participants, workers, children, adolescents, volunteers and other relevant bodies health, safety and wellbeing. Infinity Supports WA is committed to maintaining an adequate environment for all individuals who utilise Infinity Supports WA facilities, and services. All surrounding environments must be eliminated from any potential disease, injury, illness and incidents. This policy and procedure aims to ensure and guarantee the safety, wellbeing and health of all participants, workers, visitors, volunteers, Manager, etc., of Infinity Supports WA.

If a participant is to encounter an accident or illness in connection with the services delivered by Infinity Supports WA, A Participant Incident Management Policy and Procedure is in place and will protect and maintain the participant's rights in agreement with this policy.

Infinity Supports WA does not require its workers to conduct any job deemed dangerous and therefore, does not want its participants to conduct unsafe practices or working conditions. Infinity Supports WA recognises that communication and consultation with its workers and participants are vital for the identification, acknowledgement and resolution of any future risk. Infinity Supports WA Management must ensure that workers are able to recognise any type of work deemed dangerous is not expected and that all participants receiving services do not accept hazardous job procedures or service environments.

Worker Responsibilities -

- All workers must adhere and execute all work health and safety obligations developed by Infinity Supports WA.
- Workers will complete all training and induction programs of Work Health and Safety. Workers will not be permitted to perform tasks or duties unless they are considered competent.
- Workers will need to ensure that their actions or lack of ability to act will not put themselves or other Infinity Supports WA workers at risk. This is in cooperation with all relevant Work Health and Safety laws and procedures introduced by Infinity Supports WA and put into this policy and procedure review.
- Workers are required to take responsibility for their own safety at all times.
- Workers along with other relevant personnel will receive knowledge and training of correct health and safety information, guidance and supervision, and workers shall ensure that these participants are not exposed to health and safety risks arising from the procedures of Infinity Supports WA

Accountability of Infinity Supports WA workers:

- Workers must follow all reasonable guidelines, safe working procedures and legislation and to take responsibility for their own health and safety and not endanger the safety of any other individual.
- Workers will be required to report all accidents, incidents or near-misses as quickly and efficiently as possible and any risks or concerns related to the health and safety of any Infinity Supports WA participant.
- Infinity Supports WA workers will be responsible for the requirements for involvement in the health and safety procedures of Infinity Supports WA and for supporting a health and safety culture that is beneficial to continuous improvement.

Director Responsibilities -

- Introducing and implementing Infinity Supports WA effective Work Health Safety services. They also must take into consideration the size and extent of the services it presents.
- Regularly, monitor and review the health and safety effectiveness of Infinity Supports WA to identify any changes.
- Working closely and engaging with workers and participants on concerns of health, safety, and well-being which may affect them.
- Presenting health and safety guidance and information for all workers to conduct their duties in a safe manner.
- Providing workers with the appropriate personal protective equipment (PPE).
- Providing adequate financial resources to maintain the efficient operation of health and safety.
- Development and reviewing of Work policies and procedures. All relevant work safe policies

and procedures should be incorporated.

- Handling risks to the extent that they are adequately practicable by removing or reducing them.
- Reporting and investigating all accidents and incidents.

The Director must:

- Revise and correspond with alterations in the Work Health and Safety laws and procedures and ensure that they are communicated to workers, participants and other participants if necessary.
- Ensure workers have an understanding of how to recognise risks.
- All workers must be communicated with all OH&S occurrences and issues. Known or potential hazards should be recognised and made known. Establish actions and decisions of ways in which will assist and manage risks to health and safety.
- Not discriminate against health and safety workers and allocate sufficient funds to monitor any identified hazards.

The Director is responsible for supervising all present and future work health safety tasks of Infinity Supports WA. The following information is the requirements that the Director must maintain responsibility of, however, is not limited to:

- Ensure that all relevant equipment that is utilised by Infinity Supports WA workers remains in accordance with the safety standards and is a regulatory review, to ensure there is no potential hazards or risks.
- Ensure that all established work health and safety protocols are being adhered to by workers.
- Maintain and ensure that all appropriate and relevant licences, registration and permits are in accordance with the current work health and safety standards and regulations.

Procedure

The Work Health and Safety Procedure outlines the correct and adequate measures in which all personnel-related Infinity Supports WA must understand, comply and implement. Induction and training programs must be offered to the workers of Infinity Supports WA, to ensure they are competent in recognising and managing work health and safety issues.

It is the responsibility of Infinity Supports WA Director to maintain all work health and safety procedures within operations of care and services. Where there is surfaced Work Health and Safety issues within Infinity Supports WA, the Director is accountable for ensuring this has been communicated to all workers, participants and relevant personnel. Where a worker has recognised a hazard within Infinity Supports WA that has not yet been addressed, then it is their responsibility to ensure that the issue has been made known and immediately be reported to the Director. They will then be expected to document all witnessed incidents, safety concerns or onto Infinity Supports WA Incident Forms. Infinity Supports WA encourages all workers to submit suggestions, feedback and complaints regarding the current work health and safety measurements. Where there are any concerns based on Infinity Supports WA actions regarding Workers Health and Safety systems, then workers feedback will be submitted into Infinity Supports WA Risk Register. These concerns will be regularly reviewed and will be tracked for progress results. The only authorised personnel to track and review workers concerns is the Director. It is also important that the recognised safety concerns are included in Infinity Supports WA Continuous Improvement Register where applicable.

Where there are any past, current or future work health and safety apprehensions of Infinity Supports WA, it is the responsibility and duty of care for the Director to communicate clearly these issues to all personnel. The Director will conduct these meetings on a three-month basis, to ensure that all workers and participants are receiving the most up to date information and potential amendments to current work health and safety procedures. Any concerns that are deemed as a high-risk scenario must be immediately attended to and resolved as efficiently as possible.

Delivering Care and Services in a Participants Premises

Participants who are receiving NDIS Supports of Infinity Supports WA must have a completed, reviewed and submitted their Risk Assessment and Home Risk Assessment. Infinity Supports WA Risk Management Policy and Procedure.

It is a possibility that a participant's home has encountered various changes from the most previous visit from a worker at Infinity Supports WA. Workers should be aware of this kind of circumstance; in the event, it was to surface. There may be various changes that a participant may choose to change in their home between visits of workers. One possibility could be that a participant has positioned certain furniture or has purchased different furniture. The participant may have recently brought a pet or is accommodating an individual who was not previously there. A participant may have encountered an electrical fault or failure to a device and has purchased or in need of purchasing a new appliance or device.

Infinity Supports WA workers will be educated to recognise and determine if a participant's home is deemed safe, prior to entering and delivery care and services. Workers will be adequately trained in the process of examining a participant's home in order to identify any potential risks or hazards. Workers must visually examine all facilities, rooms and all appliances and equipment that will be utilised. Where a worker has recognised a risk or hazard within the participants home/equipment, both the participant and Infinity Supports WA must be notified. Where possible, the identified hazard must be resolved before initiating any NDIS Support or services.

In the event, a risk that has been identified is deemed as a high-level hazard; then this must be immediately reported to Infinity Supports WA Director. Infinity Supports WA will then conduct an assessment of the participant's premises before commencing any type of care or services to that individual. Where a participant does not possess appliances and devices to assist with extreme temperatures, specifically hot and cold days, then it is the responsibility of the worker to ensure that they have dressed accordingly to these conditions.

Management of Work Health and Safety

Infinity Supports WA will assign multiple authorised personnel who will act as a management committee to ensure all work health and safety aspects of Infinity Supports WA, are being implemented, adhered to and maintained. They will be responsible for ensuring communication with all workers of relevant work health and safety information. They will converse with the workers in Infinity Supports WA who are deemed to be most affected by potential health and safety concerns. This is to ensure that all hazards and risks are identified and assessed. Required measures and actions will be established to ensure the health, safety and wellbeing of all personnel.

Infinity Supports WA Work Health and Safety Committee

The Director of Infinity Supports WA will establish a Work Health and Safety Committee that will incorporate selected workers. The principal for developing this committee is to ensure that Infinity Supports WA provides an adequate working environment, that is eliminated of potential risks and hazards to a person. The members of this committee will be actively engaged in all work health and safety concerns of both workers and participants.

Infinity Supports WA Work Health and Safety Committee will be required to conduct monthly meetings. In these meetings, all work health and safety concerns will be addressed and reviewed. An assessment of the previous meeting will be conducted to highlight the progress. It is also to ensure that all the necessary actions were conducted, and nothing is missed. It is also essential that the committee is to conduct all risk assessment that was required and ensure that the risk register correctly reflects all of the actions that occurred. If any amendments have been made to any work health and safety regulations and legislation, then this must be addressed. If there have been newfound concerns regarding hygiene and safety, that have been submitted in the duration of the previous meeting, then this must be addressed and discussed. Infinity Supports WA will not provide the Committee or the Health and Safety

Health and Safety Representatives

Workers have the right to ask Infinity Supports WA to provide the company with a Health and Safety Representative (HSR) if this is asked by more than one worker, Infinity Supports WA will then implement it. Infinity Supports WA is required to provide the HSR with the relevant training needed for the work environment and informing the State Regulator. All workers are still expected to comply with health and safety regulations, regardless of an HSR.

Participant Equipment

Infinity Supports WA worker should ensure they have all necessary equipment for the participant, checking to ensure a good state of the equipment. Participants may have their own equipment that can be used by workers, after being examined to ensure no issues with the equipment. However, it is the responsibility of a participant to provide fees to repair any equipment; this should be recorded in the participants Support Plan Summary.

Remote or Isolated Work

Remote or solitary work is when a worker may have to work alone and possibly in a rural area, where they may be hard to contact.

The worker is then faced with additional risks, Infinity Supports WA should communicate to workers the following:

- Difficult Tasks
- Alert them of any possible risks
- Providing a second opinion on how to perform the work safely
- Alert them of potential fatigue
- Provide its workers with efficient communicational methods whenever they are on the job
- The worker will be required to check-in with Management, before, after and at any other specified time

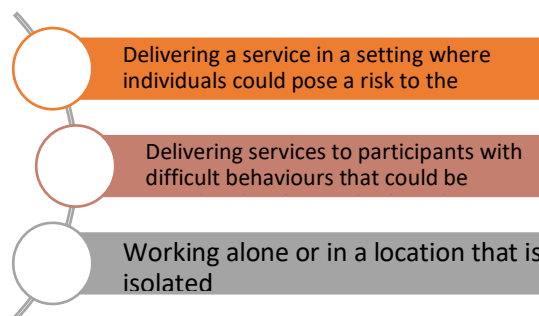
- Provide workers with a reasonable warning prior to a job

Manual Handling

Manual handling refers to the physical aspects of the job; it is crucial for Infinity Supports WA to ensure all workers are informed about manual handling procedures. This is to support in decreasing accidents relating to manual handling. The risk assessment completed of the participants home will be used to add to manual handling risks the worker needs to be aware of for their health and safety. All Infinity Supports WA workers will be provided with ongoing manual training to ensure they are able to handle manual tasks efficiently, correctly, and safely.

Workplace Violence

To provide a safe and positive work environment, it is important for Infinity Supports WA to be conscious of and take action towards the elimination of violence in the workplace and participants homes. Infinity Supports WA should provide workers with methods to decrease or eliminate violence, when arising. If a participant is known for violent behaviour, this should be recorded in their support plan, including methods to assist. Any acts of violence must be documented in Infinity Supports WA Workplace Incident Management Policy and Procedure. Risk assessments will be conducted in high-risk situations, including but not limited to:



Work Related Stress

Infinity Supports WA is required to be aware of stress in the workplace and take precautions to limit worker's stress. Areas that may cause a worker's stress include excessive amounts of work, exposure to negative incidents, emotional attachment to participants, poor management assistance and not enough information about their role. The Director will conduct risk assessments to identify stress in the workplace; they will consider workers commitment, participant feedback, motivation in the workplace, worker absences and prior assessments.

Work related stress refers to a worker's reaction to the workplace and tasks expected of them. This

can be physical, mental, or emotional and may cause a decrease in worker motivation.

Issue Resolution

When an issue or incident has occurred, Infinity Supports WA workers have the right to report it to either management or the CEO/Director. They will then have a discussion to resolve the situation; they may consider the following or more:

- Exactly who is affected
- The seriousness of the incident
- What can be done to resolve the issue?
- Who is responsible for the implementation of the solutions?

If a solution is agreed upon, it needs to be documented in the Infinity Supports WA Incident Management Policy and Procedure. It is the CEO/Director's responsibility to communicate the resolution to those involved. If no solution is agreed upon or the agreed solution has not worked, anyone involved in the incident can request an independent investigator.

Biological Hazards

As biological hazards are toxic to humans, it is Infinity Supports WA responsibility to ensure they have the correct policies and procedures (Infection Control Policy and Procedure) to inform workers of prevention methods and ways to combat potential breaches.

Safe Work Procedures

Infinity Supports WA aim is to develop and maintain Safe Work Procedures based on risk assessment and in cooperation with workers. Workers will receive training during inductions and whenever the procedure is changed or updated for safe working procedures. Safe working procedures will be assessed regularly to ensure that procedures are current, accurate and in compliance with legislation, regulations, and standards.

Personal Protective Equipment (PPE)

When working with potential hazards, Infinity Supports WA is required to ensure all workers are equipped with the necessary PPE.

Supporting Documents

Documents relevant to this policy and procedure include:

- Risk Register. RO7
- Workplace Incident Management Policy and Procedure. 1.22
- Incident Forms. SF008
- Continuous Improvement Register. RO1

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.23 Workers Code of Conduct Policy and Procedure

The Code of Conduct outlines how we will deliver our services to Infinity Supports WA participants, and the measures we will implement to ensure the satisfaction and well-being of all participants. The purpose of this Code of Conduct is to ensure that the standards of ethics designed by the Director are implemented thoroughly throughout Infinity Supports WA framework and operations. This is done to ensure all workers of Infinity Supports WA are treated in a way that reflects these standards of ethics.

The standards of ethics should reflect Infinity Supports WA overall purpose, philosophy, values and legal requirements. These standards will be adhered to and implemented by all workers of Infinity Supports WA to ensure a consistent and effective Code of Conduct is enforced.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Harassment	Aggressive pressure or intimidation. If someone is abusing, insulting, or otherwise harming you on a regular basis, it is called harassment.
Integrity	The quality of being honest and having strong moral principles.
Unauthorised	Not having official permission or approval.

Policy

The organisation is focused on being a leading provider and at creating a safe, secure and productive workforce Infinity Supports WA takes pride in the professional skills of its workers and the ability to meet participant and other stakeholder needs. This policy and procedure are relevant to all workers and participants at Infinity Supports WA.

Director Responsibilities -

The Director must initially consider their desired standards of ethics, and the way these standards will be implemented within Infinity Supports WA framework and operations. It is their responsibility to ensure that the Code of Conduct is equally enforced across all workers and key stakeholders.

It is also the responsibility of the Director to effectively manage breaches or violations of the Code of Conduct, determining the consequences on a case-by-case basis, accordingly. Management may assist in managing breaches of compliance if required.

Director Responsibilities -

Directors of Infinity Supports WA is responsible for enforcing, supervising and complying with the Code of Conduct. Directors is encouraged to understand the standards of ethics and aim to enforce the standards within their operations, to achieve this to a high standard.

In addition to this, reviews of this policy and procedure will be conducted annually to ensure it is in accordance with regulatory standards and legislations.

Worker Responsibilities -

All workers of Infinity Supports WA are responsible for understanding the standard of ethics they are required to reflect and implement within their work practices. Infinity Supports WA and its workers recognise the importance of complying with the Code of Conduct and will ensure to behave in a manner that reflects the standards of ethics.

Procedure

Ethical Responsibilities

Infinity Supports WA recognises the importance of ensuring the health, safety and security of all workers, participants, stakeholders and other relevant personnel. Infinity Supports WA will ensure to adhere to their ethical responsibilities to maximise the health, safety and security and of all persons.

To be considered an ethically responsible person, workers must not partake in actions, behaviours or activities that are deemed or considered:

- Harassment
- Discriminatory
- Sexual Harassment
- Bullying
- Misconduct
- Violent or Disorderly conduct

All workers of Infinity Supports WA must also ensure fellow co-workers, participants, stakeholders or other relevant personnel are not discriminated against or harassed based on personal characteristics such as:

- Gender
- Age
- Ethnicity
- Religion
- Disabilities
- Pregnancy
- Marital status
- Sexual orientation

Honesty and Integrity

All workers of Infinity Supports WA must be fair and respectful towards other workers, participants, stakeholders and when in a public place, all workers must behave in a way that does not negatively represent Infinity Supports WA. Infinity Supports WA and its workers understand the importance of representation and will ensure to behave in ways that reflect the standards of ethics of Infinity Supports WA at all times.

In addition to this, Infinity Supports WA workers are expected to remain truthful at all times to ensure honesty is maintained and implemented within the framework and operations of Infinity Supports WA

Infinity Supports WA Workers must not:

- Accept gifts, incentives, or favours that can be deemed as a way of influencing decisions.
- Work under the influence of illegal substances or alcohol or bring illegal substances to the premises.
- Steal properties or belongings of Infinity Supports WA, participants, stakeholders or co-workers.
- Intentionally damage or destroy the property of Infinity Supports WA, participants, stakeholders or co-workers.
- Smoke on the business premises or whilst with a client.

Compliance

In order to ensure compliance is upheld and maintained within Infinity Supports WA and its operations, Infinity Supports WA Workers and Management are expected to comply with all policies and procedures of Infinity Supports WA. They must also ensure to adhere to relevant legislation, regulations and standards set out by the NDIS Commission.

Infinity Supports WA also recognises the importance of acting in accordance with instructions given by a superior authority, given that the orders are reasonable, lawful, promote quality care of work and reflect the standards of ethics.

Workers and Managers of Infinity Supports WA must ensure the framework, operations and practices of the organisation are protected and kept confidential. This should be implemented during and after their employment with Infinity Supports WA. Infinity Supports WA and its workers understand that leaking confidential information is a violation of Infinity Supports WA policies and procedures, which may result in serious repercussions such as termination.

In addition to this, it is important for Infinity Supports WA and its Workers to always provide due diligence to all persons who ensure fairness, honesty, integrity, and equality for the health, safety and well-being of all workers, participants, stakeholders, and other relevant personnel is provided. Infinity Supports WA and its workers should also strive to uphold a professional work ethic along with confidence and understanding in order to ensure positive representations of Infinity Supports WA. Ways to achieve a high degree of professionalism is to abide by the dress code, act in accordance with the standards of ethics, and present yourself admirably and professionally.

Behaviour Code of Conduct Violation

Under no circumstances does Infinity Supports WA tolerate violent or aggressive behaviour towards co-workers, participants, stakeholders, visitors or any other persons. Any forms of abuse (whether it be physical or verbal), aggression and violence may result in serious consequences such as termination of employment.

If a person becomes abusive, violent, threatening or aggressive and poses a risk to others, Management should be notified immediately. If the aggravated person is refusing to be co-operative and ease the situation, Infinity Supports WA Management or CEO/Director may be obligated to contact external services (Police: 000) to assist in handling and calming the situation. Infinity Supports WA workers are encouraged to make attempts to calm or ease the situation prior to contacting external services.

Privacy and Confidentiality Regarding Sources Provided by Infinity Supports WA

All workers of Infinity Supports WA will be provided with the Internet and an e-mail to utilise during work. Infinity Supports WA will be sure to maintain the respect and privacy of all workers regarding their internet and email usage.

However, misuse of these privileges may result in disciplinary action being taken against the worker. If a worker fails to comply with the Code of Conduct and a breach is recognised, Infinity Supports WA may choose to utilise these provided sources as evidence in court, if legal action is being taken.

To ensure workers utilise these sources appropriately, Infinity Supports WA will ensure all workers keep their personal use of these sources as low as possible. Infinity Supports WA will encourage all workers not to disclose any personal information or classified information. All workers of Infinity Supports WA will be made aware of the possible repercussions if they utilise the sources in an inappropriate manner.

Unauthorised use of confidential information could potentially damage the service's credibility and compromise the privacy of the individual. Any workers or management utilising devices must do so in a respectful manner and abide by protocols by Infinity Supports WA, meaning the usage of electronic devices is restricted to work and duty purposes only. Workers and Management must keep their passwords confidential and are not allowed to share their passwords with another worker.

Dress Code

All of Infinity Supports WA workers should be dressed in accordance with Infinity Supports WA protocols as well as abide by Workplace Health and Safety Regulations. Workers and Management of Infinity Supports WA are expected to uphold a neat, clean and tidy presentation whilst completing duties.

Workers should consult Management if they are unsure of the type of clothing that suitable for their job position. Workers who knowingly break this dress code may receive a consequence as a result of disobeying Infinity Supports WA standards of operation.

Supporting Documents

Documents relevant to this policy and procedure include:

- Workplace Health and Safety Policy and Procedure. 1.22
- Privacy and Confidentiality Policy and Procedure 1.6
- Records and Information Management Policy and Procedure 1.3

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.24 Continuity of Supports Policy and Procedure

Policy and Procedure

The Continuity of Supports Policy and Procedure is implemented to ensure service delivery is continued within Infinity Supports WA for participants. This is implemented alongside a range of policies, procedures and key plans.

This extends to all employees and meets relevant laws and regulations and standards.

Policy

Infinity Supports WA is to ensure it upholds appropriate processes and plans such as the Fire Safety and Emergency Policy and Procedure and the Succession Planning Policy and Procedure to guarantee business and service continuity for participants especially during emergencies and times of hardship.

Infinity Supports WA is to ensure the quality and quantity of workers, contractors and other services to meet the needs for participants in all situations.

Infinity Supports WA is to ensure operations are managed daily and efficiently to avoid discontinuation of supports to participants.

Infinity Supports WA is to ensure if any disturbances or unavoidable discontinuations occur, that arrangements are in place for participants to continue supports along with the participants and their family's consent.

Infinity Supports WA is to ensure service continuity during the transition into or exit of Infinity Supports WA

Infinity Supports WA is to ensure staff are trained correctly and informed on participants requirements in order to meet the participant's needs.

Procedures

Infinity Supports WA follows the responsibilities of the provider as described in the participant's service agreement to ensure the participant receives services continuously without interruption. Infinity Supports WA will provide the participant with the supports agreed upon, at the agreed-upon time in a manner consistent with all relevant laws and legislation including the Australian Consumer Law and the National Disability Insurance Scheme Act 2013.

Appointment Changes

Appointments will be scheduled with the participant before the service is provided and the participant must be given at least a minimum of 48 hours' notice if changes are going to occur to the service delivery, along with consent from the participant and their family. Emergencies may be sudden and can be unavoidable, which may reduce the time of notice.

Crisis

This Fire Safety and Emergency Policy and Procedure prepare Infinity Supports WA service continuity and delivery against the impact of crises such as extreme weather events and their attending uncertainty.

Implementation of Plans

Infinity Supports WA is responsible for making sure Infinity Supports WA has appropriate plans in place to ensure continuity of supports such as:

- Strategic and Operational Plan.
- Continuous Improvement Plan.
- Emergency Management Plan.
- Succession Plan.
- Business Continuity Plan.

Commitment to Uninterrupted Supports

We are committed to ensuring day to day operations are managed efficiently and effectively to avoid disruption and ensure continuity of supports; our supports are planned with each participant to meet their specific needs and preferences. The participants need, and preferences are documented and provided to workers prior to commencing work with each participant, to ensure the participant's experience is consistent with their expressed preference. We also have an arrangement in place to ensure support is provided to the participant without interruption, throughout the period of their service agreement. Where changes or interruptions are unavoidable, we will make alternative agreements which we will explain to the participant and seek their approval. Where applicable, we have Emergency Management Planning in place to enable the continuation of critical supports before, during and after a disaster.

Supporting Documents

Documents applicable to this policy and procedure are:

- Human Resource Policy and Procedure 1.18
- Staffing Policy and Procedure 1.10
- Strategic and Operational Plan BF010
- Continuity and Emergency Management Plan BF009

Policy Reviews

Infinity Supports WA may make changes to policies and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and careers and workers annually.

All service planning, delivery and evaluation activities will include workers, client and other stakeholders and their feedback.

Infinity Supports WA Continuous Improvement Plan will be used to record and monitor the progress of any improvements identified and where relevant feed into Infinity Supports WA service planning and delivery processes.

By signing this document, I acknowledge that I have read and understood the Continuity of Supports Policy and Procedure. I need to comply with this policy and procedure, and that Infinity Supports WA can change or update the policy at any time.

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Sharon Birkett Anand Sekar	Initial Release	09/11/2023

1.25 Emergency and Disaster Management

Purpose

The purpose of this policy & procedure is to ensure that the risks to the health, safety and wellbeing of participants that may arise in an emergency or disaster are considered and mitigated and ensures the continuity of supports critical to the health, safety, and wellbeing of participants in an emergency or disaster.

Scope

This document applies to:

- All Infinity Supports WA staff and workers, whether permanent or casual, contractors, volunteers, or business partners.
- All participants receiving services and support.

Definitions

Word/Term	Definition
Emergency	A sudden unexpected event or condition which has caused or is causing or has the potential to cause major damage to property, and/or serious injury to personal.
Emergency Plans	Documented procedures to control site operations in the event of all anticipated-on site and off-site emergencies effecting the organisation concerned.

Relevant Documents, Legislations, regulations, and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020

Policy & Procedures

Our Commitment

This Emergency Preparedness & Response Plan is provided to enable Infinity Supports WA Developments to manage most emergency situations.

An emergency i.e., an unexpected event of a serious nature, which demands immediate action, can arise as either an incident such as an accident or dangerous event in the workplace, the result of severe climatic conditions or natural disaster or as a security threat.

The scope of this Emergency Preparedness & Response Plan covers such events as they may affect

Infinity Supports WA employees, subcontractors, clients, and the public.

Infinity Supports WA is committed to comply with the NDIS Code of Conduct when providing supports or services to participants with dysphagia or swallowing difficulties.

Infinity Supports WA is committed to make sure that identify each participant requiring severe dysphagia management.

Infinity Supports WA provides supports and services in a safe and competent manner with care and skill

Infinity Supports WA is committed to make sure that with their consent, their individual severe dysphagia management needs are assessed by appropriately qualified health practitioners, including by practitioners conducting regular and timely reviews if needs change or difficulty is observed.

Infinity Supports WA is committed to make sure that measures are in place to enable continuity of supports that are critical to the safety, health, and wellbeing of each participant before, during and after an emergency or disaster.

Infinity Supports WA is committed to make sure that the measures include planning for each of the following:

preparing for, and responding to, the emergency or disaster.

making changes to participant supports.

adapting, and rapidly responding, to changes to participant supports and to other interruptions.

communicating changes to participant supports to workers and to participants and their support networks.

Infinity Supports WA develops emergency and disaster management plans (the plans), consults with participants and their support networks about the plans and puts the plans in place.

Infinity Supports WA is committed to make sure that the plans explain and guide how the governing body will respond to, and oversee the response to, an emergency or disaster.

Infinity Supports WA is committed to make sure that mechanisms are in place for the governing body to actively test the plans, and adjust them, in the context of a particular kind of emergency or disaster.

Infinity Supports WA is committed to make sure that the plans have periodic review points to enable the governing body to respond to the changing nature of an emergency or disaster.

Infinity Supports WA is committed to make sure that the governing body regularly reviews the plans and consults with participants and their support networks about the reviews of the plans.

Infinity Supports WA is committed to make sure that the governing body communicates the plans to workers, participants, and their support networks.

Infinity Supports WA is committed to make sure that each worker is trained in the implementation of the plans.

TYPES OF EMERGENCIES

The following, although not exhaustive, illustrates the type of emergencies that may confront Infinity Supports WA workers and participants:

Accidents caused by a person or because of a person's actions causing injury which may be minor, major, or critical.

Dangerous events including:

- Collapse, overturning, failure or malfunction of or damage to car and equipment
- Implosion, explosion, or fire.
- Hazardous substances or dangerous goods.
- Severe climatic conditions or natural disasters e.g., floods.
- Aggressive behaviour; and
- Security threats e.g., criminal activity, vandalism, bomb threats etc.

PLANNING FOR EMERGENCIES

Infinity Supports WA must establish and maintain site-specific arrangements using the following guidelines.

- Prepare an FOR82.Emergency Response Plan including a site plan indicating assembly point and complete the Emergency Services Contacts and the Emergency Contacts; Site Map
- Include an effective method of ensuring that site visitors are accounted for. Include and maintain an up-to-date daily list(s) of all personnel on the office including visitors.
- Include an effective "Emergency Alert" system (air-horn, alarm, etc.).
- Establish and maintain a safe and effective evacuation route and assembly locations.
- Include appropriate and adequate firefighting equipment (extinguishers, alarms, signage).
- Establish a reliable communications system (radios, mobile phones, etc.).
- Appoint key personnel to take control during an emergency.
- Instruct workplace personnel in these procedures and ensure that they are fully aware of them.
- Maintain training records of all emergency training.
- Emergency escape drills must be conducted at least once per quarter and more frequently for higher risk situations, for example in areas where hot works are ongoing. Where practicable, drills should be conducted in conjunction with local emergency services or a suitably qualified fire contractor.
- Establish and maintain appropriate first aid resources and training
- Identify local Doctors/Medical Centres
- Identify and liaise with the local emergency services.

Emergency Preparedness & Response

The Manager or Supervisor develops an Emergency Response Plan FOR82.Emergency Response Plan. An emergency shall be defined as any unplanned event that can cause:

- Deaths; or
- Significant injuries to employees or occupants; and/or
- Shut down the business; and/or
- Disruption to operations; and/or

- Physical or environmental damage.

For example:

- Fire or Explosion
- Chemical Release
- Medical Emergency
- Bomb Threat

When developing the evacuation plan for each separate area, the Manager or Supervisor considers the following:

- Contacting the local fire station officer for advice about evacuation
- Available effective alarm facilities

The Manager or Supervisor ensures that copies of the Emergency Plan are kept in adequate places and readily accessible.

Emergency Plan for office and site will be formally reviewed and updated to reflect status, effectiveness of risk and to record. This will occur annually.

Emergency Response Training

Designated emergency personnel (e.g., first aid personnel, emergency controller) and worker shall be trained in emergency scenarios appropriate to their responsibilities and degree of risk to respond to site specific emergency situations, which may arise on or near the project as required.

Training for emergency personnel shall be defined in the Training Matrix.

The Infinity Supports WA communicates the plans to workers, participants and their support networks during induction using 2-Worker Handbook and 3-Participant Handbook and Induction Checklist

Testing Emergency Plans

Emergency Plans (e.g., evacuations, chemical spill responses, etc.) is tested at least once per year. Everyone on the worksite should take part, (including all managers, contractors, visitors etc.).

The manager records the result including issues; problems etc. on Emergency Drill Reporting form and communicate with the employee at each test or rehearsal and reviews the emergency plan immediately to make improvements if required.

Reviewing emergency plans

For emergency plans to remain current and effective they must be reviewed and revised (if necessary) annually or when:

- when there are changes to the workplace such as re-location or refurbishments
- when there are changes in the number or composition of staff including an increase in the use of temporary contractors
- when new activities have been introduced, and
- after the plan has been tested.

1.26 Mealtime management

Purpose

The purpose of this policy & procedure is to ensure that each participant requiring mealtime management receives meals that are nutritious, and of a texture that is appropriate to their individual needs, and appropriately planned, and prepared in an environment and manner that meets their individual needs and preferences and delivered in a way that is appropriate to their individual needs and ensures that the meals are enjoyable.

Scope

This document applies to:

- All Infinity Supports WA staff and workers, whether permanent or casual, contractors, volunteers or business partners.
- All participants receiving services and support.

Relevant Documents, Legislations, regulations and standards

- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018
- National Disability Insurance Scheme Act 2013
- National Disability Strategy 2010-2020
- United Nations Convention on the Rights of Persons with Disabilities
- United Nations Universal Declaration of Human Rights
- Australian Meals and Wheels Association (2016). National Meal Guidelines: A Guide for Service Providers, Caterers and Health Professionals Providing Home Delivered and Centre Based Meal Programs for Older Australians
- Beyondblue (2014). What works to promote emotional well-being in older people: A guide for aged care staff working in community or participant settings
- New South Wales Government, Eating Well – A nutrition resource for older people and their carers
- Victorian Government, Department of Health, well for life
- Tasmanian Government, Department of Health, Malnutrition in older people online training
- Well for Life Improving emotional wellbeing for older people in participants aged care (State of Victoria)

Policy & Procedures

Our Commitment

Meals and the dining experience are a very significant part of day-to-day life. They play an important role in connecting participant socially and supporting a sense of belonging.

Food can be a powerful social symbol for connecting participant with moods, emotions and rituals related to their identity. Mealtime habits built over time can inspire feelings of comfort and familiarity for participant. Therefore it's important for an organisation to take into account a participant's preferences, religious and cultural backgrounds when providing food and drinks or hosting meals.

Infinity Supports WA is committed to identify each participant requiring mealtime management.

Infinity Supports WA is committed to make sure that participant have enough nutrition and hydration to maintain life and good health and reduce the risks of malnutrition and dehydration.

Infinity Supports WA is committed to make sure that participant have enough to eat and drink to meet their nutrition and hydration needs and to provide participant with the support they need to eat and drink.

Infinity Supports WA is committed to make sure that each participant requiring mealtime management has their individual mealtime management needs assessed by appropriately qualified health practitioners, including by practitioners:

- (a) undertaking comprehensive assessments of their nutrition and swallowing; and
- (b) assessing their seating and positioning requirements for eating and drinking; and
- (c) providing mealtime management plans which outline their mealtime management needs, including for swallowing, eating and drinking; and
- (d) reviewing assessments and plans annually or in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed.

Infinity Supports WA assesses needs of all participant and address:

- what is needed to sustain life and support ongoing good health
- any dietary intolerances, allergies or medication contraindications
- the level of support or help the participant needs
- participant's preferences, and religious and cultural considerations
- timing of meals.

Infinity Supports WA monitors nutritional and hydration intake to prevent dehydration, weight loss or weight gain.

Infinity Supports WA is committed to make sure that participant can choose from suitable and healthy meals, snacks and drinks. They can also take part in planning their menu.

Infinity Supports WA is committed to make sure that with their consent, each participant requiring mealtime management is involved in the assessment and development of their mealtime management plans.

Infinity Supports WA is committed to make sure that each worker responsible for providing mealtime management to participants understands the mealtime management needs of those participants and the steps to take if safety incidents occur during meals, such as coughing or choking on food or fluids.

Infinity Supports WA is committed to make sure that Infinity Supports WA consistently provides participant' meal and drink preferences and menu selections. They say the menu also meets their medical, cultural, religious or other needs.

Infinity Supports WA is committed to make sure that Participant feel their dining experience is comfortable and not rushed. They also feel that any help they need to eat, and drink is readily available and provided in a dignified way.

Infinity Supports WA is committed to make sure that each worker responsible for providing mealtime management to participants is trained in preparing and providing safe meals with participants that would reasonably be expected to be enjoyable and proactively managing emerging and chronic health

risks related to mealtime difficulties, including how to seek help to manage such risks.

Infinity Supports WA is committed to make sure that mealtime management plans for participants are available where mealtime management is provided to them and are easily accessible to workers providing mealtime management to them.

Infinity Supports WA is committed to make sure that Participant are satisfied that they receive, or are helped to prepare, a variety of well proportioned, quality meals. They say the dining experience supports their quality of life.

Infinity Supports WA is committed to make sure that if Participant are hungry or thirsty a member of the workforce will get them something to eat or drink.

Infinity Supports WA is committed to make sure that Observations that food and drink are put within the reach of participant and given in a way that the participant can eat and drink. This may include finger food, cut up or modified meals or thickened drinks, where appropriate.

Infinity Supports WA is committed to make sure that effective planning is in place to develop menus with each participant requiring mealtime management to support them to:

- be provided with nutritious meals that would reasonably be expected to be enjoyable, reflecting their preferences, their informed choice and any recommendations by an appropriately qualified health practitioner that are reflected in their mealtime management plan; and
- if they have chronic health risks (such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight)—proactively manage those risks.

Infinity Supports WA is committed to make sure that procedures are in place for workers to prepare and provide texture-modified foods and fluids in accordance with mealtime management plans for participants and to check that meals for participants are of the correct texture, as identified in the plans.

Infinity Supports WA is committed to make sure that Meals that may be provided to participants requiring mealtime management are stored safely and in accordance with health standards, can be easily identified as meals to be provided to particular participants and can be differentiated from meals not to be provided to particular participants.

Nutritious Food Supports

Nutritious food supports healthy ageing and is essential for optimal participant treatment and recovery. Food also provides a sense of wellbeing and emotional comfort and is an important expression of cultural identity.

Poor nutrition is common and significantly contributes to the burden of disease.

The Better, Safer Care report identified nutrition standards as important to minimise harm and prevent complications, such as malnutrition and dehydration.

Food is more than a vital component to supporting health. Providing food that meets preferences for taste and variety is particularly important for aged care participant.

Sourcing of local and Victorian grown and produced food, where possible, will contribute to the provision of healthy and high-quality food and support local economies.

The result of the annually review is expected to inform new standards to ensure procurement arrangements treat produce favourably, and that general hospital and aged care menus are nutritious, varied and culturally diverse.

Meals Management

When a new participant joins, Infinity Supports WA gather information about their food and drink likes and dislikes and their dietary and hydration needs using Mealtime Management Plan Form and Nutrition Assessment. This includes any assistance they may require eating or drinking, food allergies and intolerances, medical or clinical requirements relating to food or drink, preferences in terms of when participant would like their meals served and any religious or cultural needs.

Assessments and plans for mealtime management for each participant must be reviewed annually or in accordance with the professional advice of the participant's practitioner, or more frequently if needs change or difficulty is observed.

Infinity Supports WA will not disclose any Confidential Information to any persons who are not employed by Infinity Supports WA or Participant unless consent has been obtained.

With their consent, each participant requiring mealtime management is involved in the assessment and development of their mealtime management plans.

Staff collaborate with participant and/or their representative/s to deliver great-tasting, great-quality meals.

Participant' food and drink preferences are recorded and given or made easily accessible to staff and other relevant parties.

Systems ensure that any alterations to a participant's dietary choices or needs are recorded and quickly passed on to staff.

Mealtime Management Plan Form are updated whenever there is any change in a participant' dietary requirements or requests. When a change arises, the staff member on shift will update the participant's care plan.

Participant are invited to participate in planning lunch and dinner menus and Infinity Supports WA is flexible about the food Infinity Supports WA provides. For example, Infinity Supports WA can provide snacks and drinks in between mealtimes for participant with dementia or other challenges.

If required and with the participant's consent, an assessment will be conducted for each participant to develop a Mealtime Management Plan Form by a qualified health practitioner.

A qualified health practitioner will assess the participants if they require a meal management.

A Mealtime Management Plan using Mealtime Management Plan will be developed by the health

practitioner in consultation with the participant to guide and utilise the support provision by the Infinity Supports WA.

Before healthcare professionals examine, treat or care for any participant, Infinity Supports WA must obtain their valid consent using Participant Consent Form.

An individualised Mealtime Management Plan for each participant enables Infinity Supports WA to manage the specific meal management.

The participants will be provided with the support of required meal management by one of Infinity Supports WA's workers. In the Mealtime Management Plan, the requirements of a meal management will be documented and checked qualified with health practitioner.

Any incident or emergency related to the meal including required actions for participant e.g., during meals, such as coughing or choking on food or fluids, is addressed in the Mealtime Management Plan. In addition, the escalation of any incident or emergency in a timely manner will be identified in the Mealtime Management Plan.

The Mealtime Management Plan will include the identification of risks including actions and escalations. This will include both Infinity Supports WA internal reporting and identified reporting requirements within the service users' treating team.

Health status of participants will be checked and reviewed regularly by a qualified health practitioner. All incidents will be recorded and reported as per Incident Management Policy & Procedure.

All complaint will be recorded and reported as per Feedback and Complaints Management Policy & Procedure.

It is Infinity Supports WA's commitment to provide the required equipment as well as an appropriate training to the relevant staff to know how to use it.

Infinity Supports WA works to increase the appetite of participant by providing food that is attractively presented and smells and tastes great.

Older adults are at an increased risk of malnutrition if they also live with one of the following:

- Inflammation – associated with disease injury or illness.
- Eating dependency – requiring assistance with eating, such as those with cognitive impairment.
- Eating restrictions – a person is unable to consume sufficient amounts of food.
- Food intake – food intake is limited for various reasons, such as a person has difficulty in obtaining ingredients and preparing meals.

The following three methods are advised for preventing and treating malnutrition

- Dietary approaches:
- Ensure that sufficient energy and nutrient quality is met through meals and food between meals.

- Food fortification:
- Improves the nutritional density in meals.
- Can be used as a vehicle for nutrients, for example adding Vitamin D to foods.
- Oral nutritional supplements (protein supplements):
 - Found to be particularly effective in hospital settings.
 - Potentially less effective in aged care settings.

Foods to Avoid

- Limit consumption of salt-rich foods such as cured meats, snack foods, and sauces such as soy sauce.
- Avoid or limit intake of foods containing saturated or trans fats, including pastries, chips, and chocolate.
- Limit foods and drinks high in sugar, such as confectionary, sugar-sweetened soft drinks, cordials and fruit drinks.
- Limit consumption of alcohol to no more than two standard drinks per day.
- Keep 'extras' such as lollies, cakes, biscuits, fried foods and pizza to a minimum, they should not feature regularly and are not part of a healthy diet.

To achieve this, Infinity Supports WA determines the participant's dietary needs and their preferences as soon as they join us. This information is then shared among staff and with relevant others to ensure the participant receives the appropriate food and drink.

If necessary, the participant's hydration and dietary needs are discussed with other practitioners in a manner that always maintains the participant's privacy

All information received from speech pathologists, dietitians, healthcare workers and others are promptly recorded and acted upon by staff.

System can accommodate all participant' meal requirements.

Participant are encouraged to take their lunch and dinner in dining rooms. However, this choice remains with the participant, and it is understood that they may wish to dine elsewhere.

Infinity Supports WA believes that the dining experience is important to participant and their appetites, which is why dining rooms are designed to enrich a participant's dining experience socially and otherwise. Dining rooms are thus free from clutter and televisions are turned off during mealtimes.

The medical indications, food allergies and dietary intolerances of each participant are recorded on Mealtime Management Plan Form and Nutrition Assessment and considered in the planning of all meals.

Wherever necessary, Infinity Supports WA speedily refer participant to specialists for nutritional advice.

Staff receive training about participant' food and drink needs when they begin with organisation and throughout their time with us.

Finger food, thickened drinks and modified meals are all available should this type of meal by more

suitable for a participant's needs.

Food storage, preparation and ordering systems all operate in full compliance of food safety legislation.

Menus are reviewed to ensure they offer meals of high nutritional value.

When Infinity Supports WA first welcome a participant, Infinity Supports WA weigh them. Infinity Supports WA then weigh them once a month thereafter. Should a participant gain or lose 2% of their initial weight, a senior member of staff or registered nurse will take the necessary steps based on the participant's condition and requirements.

Staff apply strategies to prevent malnutrition and dehydration and participant are continuously tested for these conditions.

Staff always endeavour to provide participant with a meal that is as close to their preferences as possible and work alongside participant to find a suitable solution wherever cultural or religious needs cannot be fully satisfied.

As well as involving the individual participant in the development of their care plan, the plan must incorporate all cultural preferences if the participant is from a diverse background and/or has differing requirements/preferences to other participant, e.g., due to his/her cultural background, a participant may wish to be given a diet that is not on the standard menu: this should be recorded in the care plan and the staff and workers should be informed. It should then be checked that the participant receives his/her preferred diet at mealtimes.

Managing hydration and nutrition

This is important for a participant's quality of life. It helps to minimise the risk of infections, pressure injuries, anaemia, hypotension, confusion and impaired cognition, decreased wound healing and fractures.

How detect under-nutrition?

The onset of nutritional problems is often gradual and therefore hard to detect. However, features found in the history and examination may help identify those at risk. People can present with a variety of problems that may be vague or non-specific.

A malnourished state is defined as any of the following:

- BMI < 18.5 kg/m²
- Unintentional weight loss > 10% within the last three to six months
- BMI < 20 kg/m² and unintentional weight loss > 5% within the last three to six months

Implications of poor nutrition

- Weight loss
- Deficiency of vitamins and nutrients
- Poor wound healing and increased likelihood of pressure sores

- Lethargy and sluggishness
- Poor recovery from illness
- Muscle weakness and wastage
- Increased hospital admissions

Hydration

Adults need an average of 6 to 8 cups (1.5 to 2.0 litres) of fluid per day.

Implications of poor hydration

- Constipation
- Urinary tract infections
- Low BP
- Increased falls
- Worsened cognitive impairment
- Increased likelihood of pressure sores
- Frail, dry skin

Infinity Supports WA can ensure the health and nourishment of their participant:

- Urge participant to eat regularly and in the right quantities
- Do not give them too much food, so they are not overwhelmed.
- Make sure your meals are pleasing to the eye as much as they are to the throat. Garnish your food, put some chilled ice in their glass of water, and a lemon slice on top.
- Use menus that are easy for anyone. Dementia participants may need pictures in their menus to help them make a choice.
- There should be no shortage of the accessories required, such as plate guards, cutlery, and two-handed cups. Make sure participant have these available at all times.
- Help participant with their posture so they can eat and drink with comfort.
- Dental health should be a priority. Ensure their dentures fit well and that they have good oral health, so they don't have difficulty eating.
- Track their eating habits and call their dietician if you notice any inconsistencies in their food intake.
- Pay attention to urinary problems. Participant might stop drinking enough water if they are having problems in the bathroom.
- Ensure that participant have fluids always on hand, especially for people who have lost their ability to feel thirsty.
- For participant who are growing lean due to low intake, feed them with food that is rich in nutrients, especially fats and oils.
- Make mealtimes fun for them. Create an environment where they feel good and want to socialise.
- For better health, older people need to eat food containing nutrients from the five food groups, especially fats and oils. Research shows that a low-fat diet is not ideal for older people - for people over the age of 70 with a BMI around 30, a diet rich in fat will significantly improve their health.
- Healthy nutrition and hydration are taken very seriously to prevent negative conditions like

anaemia, hypotension, infections, fractures, etc.

- Some diet options for healthy weight are the following:
 - Highly nutritious food fortified with protein and high calories - especially in the early part of the evening.
 - If a participant has lost appetite, maintain an appropriate calorie level by giving small regular meals.
 - Add supplements like protein shakes and desserts like custard to their meals.
 - Urge participant to step outside, maybe walk around in the garden or have an afternoon drink to get the right amount of Vitamin D every day.
 - 25 micrograms or 1000 international units every day is the endorsed amount of Vitamin D needed by older participant.
 - In any case, where a participant has a nutrition-related health risk, a qualified nutrition consultant will perform a short form Mini Nutritional Assessment (MNA SF) and a Malnutritional Screening Tool (MST). The Malnutritional Screening Tool and the Mini Nutritional Assessment are the best ways to detect malnourishment among older people. The MST is known to give more accurate results.

The following procedure is to be followed to make sure the Nutritional and Hydration needs of participant are met:

- Within 24 hours of admission, the Admission, Dietary/Nutrition Assessment should be completed. Nutritional and Hydration needs are established and recorded on admission documents using information from medical records, ACCR, hospital discharge documents, and doctor's health directions. All of this is done with input from the participant or representative.
- Dietary/Nutrition Assessment is printed and sent to the Head Chef at the catering department in the space of 24 hours.
- A list is printed by the Manager.
- Infinity Supports WA then formulate a Detailed Care Plan about 30 days after admission, which contains information on a participant's nutritional and hydration needs. The care plan should be studied every two months or even a little early on when needed to help staff with a particular participant's needs and preferences.
- In any case, where changes need to be made to a participant's nutrition, the Dietary Details Assessment is to be updated. A Nutrition and Hydration Changes Form is filled and sent to the Head Chef.
- Participant who needs their food in different texture because of some chewing or swallowing difficulty will need an assessment by a qualified health professional like a Speech Therapist.
- If any staff observe unusual behaviour from participant like a persistent cough or inability to ingest food or drink water, an RN will be needed to do a review. The affected participant will have to pause eating or drinking until the review is done.
- At least once a month, participant is to be weighed, and their food intake is reviewed on applicable charts like Food Chart, Fluid Balance Chart, Observation Record.
- During the admission process, the Nutrition Risk Screening Tool is done, concluded, and evaluated later.
- In months where the weather is slightly hotter, participant' nutrition and hydration are closely examined. Participant will need more hydration except for people who have a special constraint.

Posture and positioning Correct

Positioning is one of the simplest yet most effective forms of management for people who have swallowing problems. Correct positioning helps to protect the airway from aspiration and helps improve swallowing and breathing efficiency. An Occupational Therapist or Physiotherapist may be involved in helping a person achieve good positioning. Some general principles include:

- Ensure the person is sitting up as straight as possible with shoulders level.
- The person should be comfortable with their head tilted slightly forward when eating or drinking
- If food feels like it is sticking in the food passage / chest area, for even a short time, getting up and stretching may help the food to slip down into the stomach. Other changes to head position may be recommended as part of an individual management plan. For this reason, it is important to follow any professional guidelines provided.

Managing risks of choking

- Swallowing difficulties are common among participants. If a service doesn't manage
- Swallowing problems, it can lead to death from choking.
- Normal age-related changes place older people at risk of experiencing swallowing problems. The risk is increased by pathological changes such as dementia, stroke, functional decline and the use of medicines. Choking is a medical emergency and can lead to death. Staff initiating appropriate responses to choking can improve outcomes for participant.

Standardised care process

Recognition

Establish choking risk for participant who have:

- a swallowing disorder
- a previous history of choking
- impulsive behaviours. Identify participant who present with an acute airway obstruction.

Symptoms in conscious participant include:

- extreme anxiety
- agitation
- gasping sounds
- coughing
- loss of voice
- clutching the neck.

Assessment

Participant identified with a choking risk are referred for specialist assessment using Nutrition and Swallowing Risk Checklist (for example, a speech pathologist, dietician and dentist).

Assessment findings and recommendations are documented, communicated across the care team and

implemented.

When a participant presents with an acute airway obstruction:

- Assess the severity of the airway obstruction. The obstruction may be partial or complete and the participant may be conscious or unconscious.
- Determine if the participant can cough effectively or if the cough is not effective.
- Partial obstruction is indicated if:
 - breathing is laboured
 - breathing is noisy (stridor)
 - air can be felt from the mouth.

The participant should be continually observed because the airway obstruction may progress to complete obstruction within a few seconds. Complete obstruction is indicated if:

- the participant is attempting to breathe
- there is no sound of breathing
- no air can be felt coming from the mouth or nose
- there is cyanosis due to lack of oxygen.

Interventions

Respond immediately to the choking episode as per the flow chart:

- Immediate response to a choking episode and inform the RN.
- If the participant is coughing (effective cough):
 - encourage the participant to keep coughing to force out the foreign body
 - provide reassurance.
- If the obstruction is not relieved, call triple zero (000) and request an emergency ambulance.
- If the participant is not coughing and is conscious:
 - Call triple zero (000) and request an emergency ambulance.
 - Position the participant in a sitting or standing position.
 - Give up to five blows in the centre of the back, between the shoulder blades, using the heel of the hand.
 - After each blow check whether the obstruction has been relieved.
 - If back blows are not effective, identify the CPR cardiac compression point and give up to five chest thrusts. Chest thrusts are like cardiac compressions but sharper and delivered at a slower rate.
 - After each chest thrust check whether the obstruction has been relieved.
 - If the obstruction is not relieved and the participant remains conscious, continue to alternate back blows and chest thrusts until the ambulance arrives.
 - If chest thrusts cannot be applied, continue with back blows.
- Following a choking incident, the relevant Manager or the associated RN will:

- Inform the participant's GP.
- Inform the participant's family.
- Identify the possible cause and maintain a high awareness of the signs and symptoms of dysphagia.
- Refer to a speech pathologist, if available, for a swallowing assessment and recommendations.
- For participant on modified diet and fluids, monitor food and fluid intake to ascertain whether these are adequate (refer to a dietician if intake is not adequate).

Implement an individualised risk reduction and prevention plan.

Risk minimisation strategies for participant at risk of choking may include:

- systems to ensure at-risk participant are clearly identified to staff involved in food preparation, serving, feeding or supervision during mealtimes
- systems to ensure the right food reaches the right participant
- – a modified textured diet includes avoiding mixed-texture foods (for example, solid and liquid foods together such as vegetable soups, food with seeds, sticky foods and dry, crumbly foods)
- supervision when eating and drinking
 - – modify the way in which assistance with meals is provided (for example, encourage coughing after swallowing, allowing adequate time for chewing and swallowing, ensure swallowing has occurred before offering more food and drink, alternate mouthfuls of food with fluid, check the mouth for residual food after each meal)
 - – seating modification to help maintain an upright position
 - – postural adjustments and positioning – the participant should be seated upright with their chin tucked or turned to facilitate safe and efficient swallowing
 - – swallow manoeuvre (such as supraglottic and super supraglottic swallow, effortful swallow, Mendelsohn manoeuvre)
 - – introduction of eating and feeding aids such as adapted cups, shallow spoons, non-slip table mats, angled utensils
 - – environmental modifications to minimise distractions
 - – regularly attend to dental hygiene and provide oral hygiene before and after each meal
 -
- medication review to identify
 - drugs that can impair the cough reflex and swallowing
 - drugs that dry up oral secretions
 - alternative forms of preparations and routes of administration.

Communicate changes related to:

- choking risk
- eating plans

- dietary and fluid requirements

Referral

- Ambulance services for emergency assistance
- GP for post-episode assessment and recommendations
- Speech pathologist for post-episode swallowing assessment and recommendations
- Physiotherapist for seating modification
- Dietitian
- Consume rial Medication Management Review if indicated
- Oral hygienist or dental review if professional oral care is indicated

Evaluation and reassessment

- Monitor the participant's:
 - – swallowing status
 - – adequacy of food and fluid intake
 - – chest for signs of chest infection.
- Evaluate choking risk every six months.

Participant involvement

- Education regarding risk factors
- Discussion regarding modified diets and safe swallowing methods
- Advance care planning

Staff knowledge and education

- Recognition and response to a choking incident
- Identification of participant at risk of choking
- Identification and reporting of swallowing difficulties
- Interventions to reduce the risk of choking once swallowing difficulties have been identified
- Food and fluid texture modification
- Supervision, safe feeding assistance and positioning techniques at mealtimes

These will also help reduce incidences of choking:

- Don't drink fluids while you're eating. People do this to make the food go down and it can lead to choking.
- Don't talk while you eat.
- Don't eat lying down.
- Don't drink alcohol while eating.
- Do learn to eat more slowly.
- Do put less on your plate so you can't eat too much too fast. Have a second helping afterward

instead.

- Do julienne the food.
- Do peel apples before serving or, better yet, serve applesauce

How to reduce risks of choking

Always make sure the Mealtime management intervention plan recommended by a speech pathologist is used to guide older participant so they can eat, drink, and take their medicine without any risk.

If you observe any unusual behaviour like coughing, choking, wet throat, or an inability to swallow, that participant must temporarily stop eating and drinking until a speech pathologist is consulted.

Participant, their families, and all staff should be aware of any risks and interventions involved. Let them know about the type of diet prescribed for a participant and the reason behind it.

Unless there is a medical reason not to give participant water with their food. Staying hydrated will help their recovery and will make it easier to swallow food.

Urge participant to have their diet recommended by the speech pathologist or dietician. Make sure that every participant gets the right meal for them.

Help participant to:

- a. Eat their food when it's time for them
- b. Take food in small portions
- c. takes in little sips of water to help in swallowing.
- d. Sit up straight while they eat and continue sitting in that posture 30 minutes after meals
- e. Minimise external distractions

Work with families and carers and teach them how to assist participant during their meals to reduce complications when swallowing food.

Support participant who doesn't feel like eating to eat frequent small meals and urge them to stay healthy.

Taste is essential to the swallowing reflex. Inquire and find out if participant is enjoying their food and whether they have lost taste in their mouths. If a participant has lost taste, they should still be encouraged to eat their food.

Food Safety

Food poisoning is frequently caused by bacteria from foods that have been incorrectly stored, prepared, handled or cooked. Food contaminated with food poisoning bacteria may look, smell and taste normal. If food is not stored properly, the bacteria in it can multiply to dangerous levels.

Food poisoning bacteria grow and multiply fastest in the temperature danger zone between 5 °C and 60 °C. It is important to keep high-risk food out of this temperature zone.

Take special care with high-risk foods

Food poisoning bacteria can grow and multiply on some types of food more easily than others. High-risk foods include:

- raw and cooked meat - such as chicken and minced meat, and foods containing them, such as casseroles, curries and lasagne
- dairy products - such as custard and dairy-based desserts like custard tarts and cheesecake
- eggs and egg products - such as mousse
- smallgoods - such as ham and salami
- seafood - such as seafood salad, patties, fish balls, stews containing seafood and fish stock
- cooked rice and pasta
- prepared salads - such as coleslaws, pasta salads and rice salads
- prepared fruit salads
- ready-to-eat foods - such as sandwiches, rolls, and pizzas that contain any of the food above.

Food that comes in packages, cans and jars can become high-risk foods once opened, and should be handled and stored correctly.

Storing food in the fridge

Your fridge temperature should be at 5 °C or below. The freezer temperature should be below -15 °C. Use a thermometer to check the temperature in your fridge.

Freezing food safely

When shopping, buy chilled and frozen foods at the end of your trip and take them home to store as quickly as possible. On hot days or for trips longer than 30 minutes, try to take an insulated cooler bag or ice pack to keep frozen foods cold. Keep hot and cold foods separate while you take them home.

Storing cooked food safely

When you arrive home, put chilled and frozen foods into the fridge or freezer immediately. Make sure foods stored in the freezer are frozen hard.

When you have cooked food and want to cool it:

- Put hot food into shallow dishes or separate into smaller portions to help cool the food as quickly as possible.
- Don't put very hot food into the refrigerator. Wait until steam has stopped rising from the food before putting it in the fridge.

Avoid refreezing thawed food

Food poisoning bacteria can grow in frozen food while it is thawing, so avoid thawing frozen food in the temperature danger zone. Keep defrosted food in the fridge until it is ready to be cooked. If using a microwave oven to defrost food, cook it immediately after defrosting.

As a general rule, avoid refreezing thawed food. Food that is frozen a second time is likely to have higher levels of food poisoning bacteria. The risk depends on the condition of the food when frozen,

and how the food is handled between thawing and refreezing. Raw food should never be refrozen once thawed.

Store raw food separately from cooked food

Raw food and cooked food should be stored separately in the fridge. Bacteria from raw food can contaminate cold cooked food, and the bacteria can multiply to dangerous levels if the food is not cooked thoroughly again.

Always store raw food in sealed or covered containers at the bottom of the fridge. Keep raw foods below cooked foods, to avoid liquid such as meat juices dripping down and contaminating the cooked food.

Choose strong, non-toxic food storage containers

Make sure your food storage containers are clean and in good condition, and only use them for storing food. Cover them with tight-fitting lids, foil or plastic film to minimise potential contamination. Transfer the contents of opened cans into suitable containers.

If in doubt, throw it out!

Throw out high-risk food left in the temperature danger zone for more than 4 hours - don't put it in the fridge and don't keep it for later. Check the use-by dates on food products and discard out-of-date food. If you are uncertain of the use-by date, throw it out.

Food Handling

Safe food handling is very important for some participant:

- Tell your supervisor if you are suffering from diarrhoea, vomiting, fever, sore throat with fever or jaundice and seek medical advice.
- Do not return to work until you are free of symptoms for 48 hours.
- Tell your supervisor if you have any infected skin lesions (e.g., an infected skin sore, boil, acne, cut or abrasion, or any discharges from the ears, nose, or eyes) and seek medical advice.
- Tell your supervisor if you know or think any food is unsafe to eat. Perform hand hygiene before handling food or putting on gloves.
- Perform hand hygiene after using the toilet, smoking, coughing, sneezing, blowing nose, touching face, nose, ears or mouth, handling rubbish or after cleaning.
- Avoid unnecessary contact with Ready to Eat meals.
- Cover hair and tie back long hair.
- Secure hair clips, hair pins, buttons on clothes, jewellery, bandages.
- Make sure bandages or dressings on any exposed parts of the body are covered with a waterproof covering.
- Do not sneeze, blow, cough over unprotected food or surfaces likely to come into contact with food.
- Do not eat over unprotected food or surfaces likely to come in contact with food. Do not spit, smoke or use tobacco or similar preparations in areas where food is handled.
- Do not touch food after touching earrings, body parts (hair, nose, ear, eye), skin lesions, saliva, mucus, sweat, blood, money without first performing hand hygiene.

- Do not wear gel, acrylic or false fingernails, or jewellery that will come into contact with food.
- Remember, Lanyards may also transit bacteria.

Monitoring and Review

A health practitioner and workers will monitor, review and update and oversee Mealttime Management Plan regularly. The health professional will decide about the regularity of the Mealttime Management Plan revision and Infinity Supports WA will support it.

Also, the Mealttime Management Plan will be reviewed if there is any change in the participants' needs like any incidents or emergencies.

Reports will be provided about the Mealttime Management Plan based on a regular monitor by the workers as the following:

- Track any changes in the meal habits of the participants with learning their usual meal habits
- If there are any changes in the participant's habits the workers will discuss them with the participant to address the variations and reasons of the changes for example, new medication, different diet or recent illness.
- Any changes will be reported to the health practitioner and the action plan will be agreed.
- If an ongoing concern report the workers will report it to the health practitioner for assessment of the changes.

Training of Staff (Health Practitioner and Workers)

For provision of Mealttime Management Plan services to the participants, stored safely of food, Infinity Supports WA will provide all workers with the specific required trainings.

Training plans will be developed and delivered by an appropriately qualified health practitioner or person that meets the high intensity support skills descriptor for meal management using Training Matrix and through Human Resource Management Policy & Procedure.

A qualified trainer will train the support workers with all clients specific Mealttime Management Plan management training.

The service users' needs and expectations as well as type of meal management will be addressed in the training to cover any support requirements of the participant.

Training and management support plans will detail how to manage any incidents or emergencies including the development of an emergency management plan covering emergencies such as constipation, rectal bleeding, perforation, infections or autonomic dysreflexia.

Also, the training plan will include the identification of risks including actions and escalations such as

coughing or choking on food or fluids or chronic health risks (such as swallowing difficulties, diabetes, anaphylaxis, food allergies, obesity or being underweight)—

Records of induction, Mandatory Checks, training and organisational and professional development provided to all workers will be kept on each worker's record and on Training Matrix or the Worker's file.

The workers will be notified by the Management Team to complete their refresher training in these areas regularly and keep track of the workers training currency through Training Matrix form.

Meal management training will be provided in accordance with the Annual Training Schedule, maintained by the Management Team.

An ongoing opportunity for meal management training and development of workers will be provided by Infinity Supports WA that enhance and extend their capabilities as well as providing them with the chance of advancement in their organisation.

Every worker and Management Team member would be able to have the opportunity of participation in meal management training and development activities.

On-the-job training, internal or external courses, support for research and fieldworks, conference and seminar attendance, networking, and mentoring programs relevant to meal management are available to workers as a part of training and development methods.

Performance Reviews will motivate workers to play an active role in their ongoing improvement by identifying their training and development needs in consultation with their manager using Employee Performance Appraisal.

A health practitioner who has been deemed competent, will undertake the competency assessment for all workers.

Training will relate specifically to the service users' needs, type of meal management and cover any specific support requirements the service user may require.

All practitioners will have a working knowledge of relevant current legislation, national guidelines, organisational policies and procedures via using Participant Handbook.

Communication with each participant and the provision of supports which is responsive to their needs is provided in the language, mode of communication and terms that the participant is most likely to understand. Where necessary, staff members should provide participants with advocates or interpreters. Interpreters would be available as below:

The Translating and Interpreting Service (TIS National) is an interpreting service provided by the Department of Home Affairs. <https://www.tisnational.gov.au/>

SECTION 2 – PARTICIPANTS, FAMILIES, CARERS AND OTHERS

2.1 Client Charter Policy and Procedure Policy and Procedure

This policy and procedure aims to ensure Infinity Supports WA is able to provide quality care to all participants while adhering to and respecting their rights and dignity. It is imperative to Infinity Supports WA workers to uphold the respect and values to each individual participant while being cared for by Infinity Supports WA

In addition to this, Infinity Supports WA will ensure to treat all parties, including families, visitors, children, staff, and more, with equal respect. To adhere to these standards, Infinity Supports WA will be committed to reviewing, maintaining, and upholding the rights and responsibilities of workers and participants.

This extends to all workers and meets relevant laws and regulations and standards.

Rights of the Participants

Infinity Supports WA understands the importance of upholding the rights of the participants and intends to do so by implementing certain practices to adhere to these rights and responsibilities. To achieve the most effective quality care for participants, Infinity Supports WA workers will also ensure to communicate with participants to recognise and provide adequate support for their needs and desires.

The Charter of Human Rights and Responsibilities ACT 2006 and the Disability ACT 2006 sets out the rights and responsibilities of participants. Infinity Supports WA utilises this piece of legislation as a guideline to ensure:

- Participants can recognise their specific physical, mental, financial, economic, religious and cognitive growth capabilities.
- All participants are valued individually and considered for their uniqueness.
- Participants are not exposed to any form of violence, misconduct, negligence, or isolation.
- Participants are informed of personal desires and inclinations.
- Participants are considerate of issues that impact their livelihood (e.g. choices made regarding the wellbeing as well as the implementation of our strategies, services, and facilities).
- Participants are addressed and treated respectfully, with compassion and with consideration at all times.
- Participants specific requirements are adhered to and cared for.
- Participants are treated equally and have the opportunity to state their personal preferences regarding activities or participation.
- Infinity Supports WA operates in an anti-discriminatory manner at all times.
- Participants information remains confidential and private at all times while under the care of Infinity Supports WA
- Participants have the ability to exercise personal self-resilience and freedom, which includes the right to partake in decision-making.
- Participants have the right to accept services which involve their personal requirements and

are supported throughout the process of accessing the service.

Other rights participants are entitled to include:

- Obtaining information regarding circumstances which could refer towards services provided
- The right to lodge a complaint
- The right to access outside organisations, resources and support throughout their time at Infinity Supports WA.
- Privileges or commitments under the Disability Act 2006 and the facilities as well as any related expenses to be incurred.
- Participants have the opportunity to dismiss care or assistance without any retribution or discrimination towards any potential future access to assistance or resources.
- Participants will have choice and flexibility in many aspects of their service of care.
- Having the opportunity to choose a person to help and promote their experiences on behalf of Infinity Supports WA.
- Have the right to receive help, support and assistance provided by sufficiently skilled workers.
- Having the option to change providers where required and receive encouragement to ensure adequate, secure and exceptional quality of care is maintained.

Expectations of Participants

In accordance with the legislation, Infinity Supports WA expects its participants to:

- Advise Infinity Supports WA if assistance or support is no longer needed.
- Notify workers of any developments with the participant's conditions and desires.
- Be courteous and respectful to workers as well as other participants.
- Regard others' freedoms like their privacy rights and confidentiality.
- Value the integrity and human morality of its workers and other participants.
- Notifying workers to any developmental, welfare, requirements and physical condition concerns that may affect assistance provided to you.
- Engage constructively in the creation, delivery and analysis of support services targeting people.
- Take accountability for any selections and the consequences for any choices they have made.
- Make any payments and expenses related to the delivery of your service urgently or when requested.

Director Responsibilities –

- To ensure all workers of Infinity Supports WA adhere to and apply this policy and procedure
- Ensure workers are providing quality care to the standards set out in the Charter of Human Rights and Responsibilities ACT 2006 and the Disability ACT 2006.
- Ensure to conduct internal and external reviews and audits which are in conjunction with Infinity Supports WA Internal Review and External Audit System.
- To uphold, enforce and maintain the rights and responsibilities of all participants, workers, stakeholders and other relevant personnel.
- To ensure reviews are conducted annually
- To ensure policies and procedures are kept up to date with relevant legislation, standards and practices.
- To effectively manage any breaches or violations of this policy and procedure.
- To ensure participants whose rights have been affected are supported, and the necessary measures are taken to reinforce those rights.

- To recognise and adhere to the needs or requirements of all participants.
- To annually evaluate the effectiveness of Infinity Supports WA using the Continuous Improvement Plan.

Worker Responsibilities –

- To adhere to and enforce the concept of human rights.
- To support and provide assistance to all participants in times of need.
- To recognise and implement the necessary measures to ensure that all participants are receiving quality care.
- Ensure that the interests of the participants are considered and upheld.
- Ensure all rights and responsibilities are effectively enforced with the framework of Infinity Supports WA
- Ensure to notify Management or the Director of any breaches or violations of human rights, whether it be a breach of their rights or participant rights.

2.2 Protecting Participants from Harm Policy and Procedure

Policy and Procedure

This policy and procedure outline the strategies and practices Infinity Supports WA will implement to ensure a proactive approach is enforced to protect participants from experiencing any forms of harassment, abuse, assault, racism, prejudice, bullying and more. This includes any actions or behaviours that are viewed as harmful to hurtful to another person.

The purpose of the policy and procedure is to ensure Infinity Supports WA enforces the appropriate measures to resolve incidents immediately, safely and in a manner that adhered to the well-being of all participants. Infinity Supports WA should also provide assistance for participants who have suffered from physical or sexual assault by supporting any legal actions being taken, and providing information regarding assault, if necessary. Infinity Supports WA should always ensure offenders of physical and sexual assault are held responsible for their action. In addition to this, Infinity Supports WA and its workers will ensure to adhere to their responsibilities in protecting participants, thus implementing the most effective measures and practices to ensure participants are not subject to harm.

See Infinity Supports WA Participant Incident Management Policy and Procedure for guidelines on responding to harassment concerning the participant.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Code of conduct	A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation.
Abuse (in the context of this policy):	Treat with cruelty or violence, especially regularly or repeatedly. There are 4 types of abuse: <ul style="list-style-type: none"> - Physical abuse - Sexual abuse - Neglect - Emotional abuse
Domestic Violence	Under Australian law, use of the term "domestic violence" refers exclusively to violence committed by a heterosexual partner and includes physical injury, intimidation or serious harassment, wilful damage to property, indecent behaviour without consent, or a threat to commit any of these acts. ⁹
Family Violence	Family violence means violent, threatening or other behaviour by a person that coerces or controls a member of the person's family or causes the family member to be fearful; and a child is exposed to family violence if the child sees or hears family violence or otherwise experiences the effects of family violence.
Duty of care	In tort law, a duty of care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others. It is the first element that must be established to proceed with an action in negligence.
Neglect	Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse.
Negligence	Negligence is a failure to exercise appropriate and or ethical ruled care expected to be exercised amongst specified circumstances. The area of tort law known as negligence involves harm caused by failing to act as a form of carelessness possibly with extenuating circumstances.
Bullying	Seek to harm, intimidate, or coerce (someone perceived as vulnerable). Forms of bullying include, verbal, psychical, social or psychological that is repeatedly occurring.
Child or Young Person	Section 3 of the Children and Community Services Act 2004 (WA) defines a child as a person who is under 18 years of age, and in the absence of positive evidence as to age, means a person who is apparently under 18 years of age.
Child protection	The term 'child protection' to refer to preventing and responding to violence, exploitation, and abuse against children.
Discrimination	Discrimination is the unequal or unfair treatment of a person based upon one or more personal characteristics. Anti-discrimination laws protect us from being discriminated against on the basis of certain characteristics, including sex, religion, marital status, pregnancy, and race

Sexual harassment	Behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation.
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Policy

Infinity Supports WA is committed to ensuring all participants are provided with a safe and secure environment and are not subject to any forms of harm, harassment, injuries or bullying. Infinity Supports WA will implement the necessary practices and procedures to ensure all participants are protected from harm or risk.

Infinity Supports WA recognises and understands some participants may be impacted by family violence and will ensure to support and protect those participants in order to deliver quality care.

To ensure the most effective and sufficient practices and measures are implemented and enforced within Infinity Supports WA framework, all workers and Directors are responsible for the following, however, are not limited to:

- Ensure the safety of participants and all other related persons is held of the highest recognition.
- Ensure participants are not exposed to any form of harm, harassment, bullying etc.
- Protect participants from any possible or proposed risks or harm.
- Ensure to act within the best interests of the participants, and always aim to benefit, protect and care for the participants.
- To support, enforce and advocate for participants right to feel safe and secure within Infinity Supports WA
- To develop and maintain an environment where participants feel respected and cared for.
- To promote the involvement of parents/guardians and families at the facility.
- To ensure that best practice is focused on a cooperative framework with a collective responsibility for the health, protection, well-being and development of participants.

Director Responsibilities –

To ensure the most effective practices and measures are implemented within the framework of Infinity Supports WA the Director will be the person responsible for promoting and enforcing the best practice-orientated quality care service delivery. To ensure this is done to the expectations of Infinity Supports WA, a performance review will be conducted annually.

- To recognise and report issues involving mistreatment of participants.
- To consult with co-workers and develop strategic methods to prevent the occurrence of mistreatment.
- To implement and enforce suitable services and procedures that adhere to the standards that constitute a child-safe organisation
- To act in a manner that reflects the best interest of the participants
- Ensure Infinity Supports WA is liaising with other service providers and professionals.
- To ensure all participants are aware of Infinity Supports WA criteria and obligations, they must abide by and enforce regarding allegations of harassment or any forms of mistreatment.
- To ensure families of the participants are informed of the service opportunities and resources

Infinity Supports WA offer.

- To ensure participants are aware of the procedures involved in reporting allegations of harassment or any forms of mistreatment.

Procedure

Harm Prevention

To ensure the most effective delivery of protection for participants is enforced, Infinity Supports WA will employ individuals with the necessary skills to protect participants from harm or risk. Below outlines the skills and expectations workers must enforce and adhere to, however, are not limited to:

- Must ensure adequate supervision of participants at all times.
- Must ensure parents/guardians, visitors, students or volunteers of Infinity Supports WA are not the supervised personnel for participants, thus adequate worker participant ratios must be enforced.
- Highly respect all individuals with a disability to developmental delay and adhere to their rights.
- Understanding how to identify, report and manage incidents involving the mistreatment of participants.
- Understanding the values of child-safety protection and how to enforce these values effectively.
- Are knowledgeable of the organisation's policies and legislation standards relating to abuse and negligence.
- Are aware of the ways to identify factors of abuse, mistreatment, bullying, harassment etc.
- Ensure children or participants are aware of alternative persons to communicate with if they are uncomfortable or feel unsafe.
- Ensure children or participants are aware that they are supported when reporting incidents.
- Ensure that all equipment and products used in the Infinity Supports WA adhere to appropriate safety requirements.

There are certain requirements workers of Infinity Supports WA must complete to ensure the most effective protection of participants is adhered to and enforced by all workers. These requirements may include training and induction requirements. Below outlines the requirements of Infinity Supports WA workers, however, is not limited to:

- Checked for Criminal records (Police Check)
- NDIS Worker Screening
- Prior to providing support, workers must formally introduce themselves to all participants.
- Ensure to provide a secure physical setting that ensures participants can safely access services.
- Incident management.

Inductions and Training

Upon employment, workers of Infinity Supports WA are expected to undertake forms of induction and training to ensure they obtain the required skills and information to effectively enforce and support the safety and well-being of all participants.

Workers of Infinity Supports WA are expected to participate in all training required to use these skills and knowledge whilst providing quality care for participants. The Director and Management of Infinity Supports WA are responsible for identifying the requirement of training regimes for any workers of Infinity Supports WA. This could be concerning any skills that need to be re-taught, examined or

adjusted as well as if any workers demonstrate a lack of knowledge or confusion in particular tasks or skills. They are also responsible for providing the appropriate training regimes, whether this is through Infinity Supports WA or through an external Registered Training Organisation.

The purpose of training and inductions is to ensure all workers of Infinity Supports WA develop the necessary skills to ensure adequate practices are enforced while delivering quality care to participants. Below lists the required skills and understandings that constitute effective training and inductions, however, is not limited to:

- Comprehending participant's privacy obligations.
- Develop effective communication skills.
- Understand how to identify, report and manage breaches of Infinity Supports WA Code of Conduct.
- Understand the procedures involved in reporting disclosures of harm, violence, abuse, neglect, bullying etc.
- Effective strategies to support participants who may be affected by family violence.
- Effective practices to manage challenging behaviour.

Providing Information

Infinity Supports WA and its workers are responsible for ensuring all participants and families are aware of and understand the processes of identifying and reporting any form of harassment, abuse, violence, neglect, bullying etc.

Initially, Infinity Supports WA must also ensure all participants and their families are informed of the duties, responsibilities, and obligations of Infinity Supports WA workers to report any actions, behaviour or accusations that are deemed a form of mistreatment of participants.

Infinity Supports WA will ensure all information given to participants and their families are accurate and up to date. Infinity Supports WA will provide all participants and families with relevant information if any updates are made to this policy and procedure or relating policies and procedures.

Supporting Documents

Documents relevant to this policy and procedure include:

- Work Health and Safety Policies and Procedure (1.1)
- Participant Incident Management Policy and Procedure (2.12)
- Risk Register (RO7)
- Complaints Register (RO12)
- Human Resources Policy and Procedure. (1.18)

2.3 Participant Rights and Responsibilities Policy and Procedure

Policy and Procedure

Infinity Supports WA utilises the Participant Rights and Responsibilities Policy and Procedure in aims to ensure Infinity Supports WA and its workers effectively implement and enforce the rights and responsibilities of all participants. This document outlines the specific measures and strategies Infinity Supports WA will implement within their framework and practises to ensure all rights are respected and adhered to.

This policy and procedure should be read in conjunction with Infinity Supports WA Human Resources Policy and Procedure. This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Devotion/Devoted	The definition of devoted is someone who is very loyal and steadfast in giving love or attention. This means to give up or appropriate to or concentrate on a particular pursuit, occupation, purpose or cause.
Right	Rights are legal, social, or ethical principles of freedom or entitlement; that is, rights are the fundamental normative rules about what is allowed of people or owed to people according to some legal system, social convention, or ethical theory.

Policy

Infinity Supports WA implements the Participant Rights and Responsibilities Policy to allow Infinity Supports WA and its workers to value the dignity of all individuals, including those with disabilities, and is devoted to them. To ensure they are able to effectively adhere to the rights and responsibilities of all participants, Infinity Supports WA will be committed to implementing the necessary measures and strategies to do so. Infinity Supports WA Client Charter outlines the rights and responsibilities of participants, and the strategic ways to ensure quality care is delivered at all times.

Infinity Supports WA and its workers understand the importance of ensuring all people with disabilities are treated with the same respect and dignity as others, including ensuring their rights and responsibilities are enforced equally across all persons.

In addition to this, this policy specifies the responsibilities of workers and the duties of Infinity Supports WA. All interests of workers and participants must be protected. It sets out the duties of participants and the duties of Infinity Supports WA, ensuring that the rights of all participants and workers are upheld.

Worker Responsibilities -

- To be aware and understand their duties and rights to protect participants.
- Ensure to provide quality care in all service delivery areas while respecting the rights of the participants.
- Protect participant rights.
- Uphold and enforce the responsibilities of all participants.
- Ensure all participants are treated equally, and with respect.

- Partake in additional on-the-job training.
- To document participants, detailed criteria within support plans

The Director of Infinity Supports WA will track and monitor workers who support and enforce participant rights on a regular basis, to ensure the most effective delivery of care is implemented within Infinity Supports WA practices.

In addition to this, annual performance reviews will be conducted to ensure the participant rights and responsibilities are adhered to consistently and effectively.

Infinity Supports WA workers recognise the importance of understanding how to implement effective practices that enforce the rights and responsibilities of participants. To ensure the practices implemented within Infinity Supports WA framework do not limit or restrict rights or responsibilities, Infinity Supports WA workers will:

- Consider how their decisions may restrict or limit the rights of the participants.
- Consider how their position may be able to enforce participant rights and responsibilities in decision-making
- Ensure justifiable, and suitable reasoning is given If a worker restricts or limits participant rights and responsibilities.
- Communicate with one another to ensure Infinity Supports WA adheres to and implements culturally appropriate practices.

Procedures

Infinity Supports WA utilises the Participant Rights and Responsibilities Procedure to demonstrate the correct methods of operation which ensures the participant's wellbeing and preference is held of the highest value. This procedure is guided by the NDIS Practice Standards and the United Nations Convention on the Rights of Persons with Disabilities. Infinity Supports WA recognises the importance of utilising these sources to implement an effective system of practices that adhere to and support the rights and responsibilities of all participants.

Infinity Supports WA and its workers understand the significance of ensuring all participants are aware and informed of their rights and responsibilities. To comply with this, Infinity Supports WA will provide all current and future participants with the relevant information regarding participant rights and responsibilities.

In addition to this, Infinity Supports WA workers will refer to the Service Access Policy and Procedure to ensure participants are made aware of the workers' rights, responsibilities and duties.

To ensure participants are given all relevant information, Infinity Supports WA is able to distribute the following documents, however, is not limited to:

- Participant Welcome Pack
- Client Charter
- Participant Rights and Responsibilities.

If participant rights are not being upheld effectively and appropriately, Infinity Supports WA will be sure to make the necessary changes or adaptations to their practices and procedures to ensure continuous enforcement of participant rights and responsibilities. Infinity Supports WA Director will

review and consider feedback or complaints made by participants, visitors, families or stakeholders.

Feedback or complaints that raise concerns about a participant's rights will be addressed and discussed with all workers of Infinity Supports WA to ensure all persons providing quality care are aware of any changes or adaptations made to the practices and procedures of Infinity Supports WA. This is also done to ensure the changes are enforced and implemented immediately. Infinity Supports WA Director will be the person that authorises any changes made to the framework of Infinity Supports WA.

Supporting Documents

Documents relevant to this policy and procedure include:

- Human Resources Policy and Procedure (1.18)
- Participant Welcome Pack CF016
- Feedback and Complaints Policy and Procedure (2.11)
- Client Charter. (2.1)

2.4 Participant Money and Property Policy and Procedure

Policy and Procedure

This policy and procedure aims to ensure an effective system is implemented within the framework of Infinity Supports WA that enforces careful handling of participants financial and personal property. Infinity Supports WA and its workers must ensure to implement these practices with honesty, integrity and in a manner that reflects the participants best interests.

Infinity Supports WA workers recognise the importance of ensuring the fundamental operations and practices of this policy and procedure, reflect and adhere to the rights of the participants.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Financial Exploitation	Any action that includes the misuse of a disabled individual's money or assets without their permission. It involves stealing of, assets, pension payments and the abuse of an attorney's power.
Property	The phrase property covers, clothing, toiletries, containers and all other objects not identified as valuable items.
Valuables	Consist of the following but is not limited to cash, credit or debit cards, any kind of jewellery, laptops, phones and any other electronic devices.

Policy

The participant must manage their own financials personally; however, if required, Infinity Supports WA workers may be able to either assist or undertake the role. The participant would need to provide consent directly to the Director, and approval must be gained before commencement.

Measures and effective strategies will be implemented within Infinity Supports WA framework that ensures participant's assets are managed and accounted for at all times to ensure the protection of

the property. Any financial assistance given should encourage independence and safeguard the participant and worker of Infinity Supports WA.

Infinity Supports WA understands the importance of ensuring that there is an even distribution between giving advice and support to participants in handling their own financial affairs and protecting the rights of individuals who may be at risk to misuse and deception. Financial assistance of advice given by Infinity Supports WA workers should always reflect the best interests of the participants. Workers of Infinity Supports WA should also aim to protect and encourage independence in managing personal properties and finances.

Infinity Supports WA will refer to participants individual NDIS Service Agreement and Support Plan to ensure adequate support, advice and assistance is given and upheld at all times.

Directors Responsibilities:

- Ensure the participant receives frequent invoices and statements if self managed.
- To ensure the participant's requested funds are appropriateness and suitable for their position.
- To ensure the signatory personnel is suitable to the participant and is managing their funds appropriately.
- To assist participants with budgeting when buying goods and services from Infinity Supports WA and other providers, ensuring that they reflect good value.
- Ensure transactions that occur towards received funds and expenditures are verified and are part of the participant's management plans.
- Ensure to safely and securely, store every current and previous financial statement document and budget records.

Procedure

If a participant seeks care or assistance from Infinity Supports WA, detailed information on how to handle participants assets, belongings, and finances of a participant will be created. Participants will be provided with detailed information.

Infinity Supports WA workers are aware and understand that providing participants with advice that is not in the best interests of the participant may result in disciplinary actions being taken against the worker.

Incidents/Accidents

This section should be enforced in ways which are compliant with the Participant Incident Management Policy and Procedure. Infinity Supports WA will ensure to investigate, report and manage any questionable actions that indicate or suggest a participant has been subject to financial exploitation, or experienced loss or damage to property.

Infinity Supports WA workers are aware and understand that serious disciplinary actions may be taken against them as a result of breaching compliance.

If a participant wants to file a complaint about their finances or asset management, all participants have access to the feedback and complaint procedures of Infinity Supports WA.

Infinity Supports WA feedback collection mechanisms, such as participant satisfaction surveys, will assess:

- Participant awareness of their rights and the extent to which they feel able and supported to exercise them.
- Participant satisfaction with Infinity Supports WA complaints processes.
- Whether the participant is satisfied with the choices, they are provided with regarding their service delivery.

Participant Money

To ensure the most effective management of finances and participants money or property is enforced, Infinity Supports WA will implement certain restrictive measures against workers to ensure participants are not subject to exploitation or abuse.

When managing or handling participants finances, Infinity Supports WA workers must always adhere to the following; however, are not limited to:

- Treat financial affairs as confidential information that must NOT be shared with other persons.
- Report any inquiries made by individuals regarding the participant's financial affairs to the Director.
- Ensure to report or the Director If a participant becomes unable to manage their finances and financial affairs with a worker's assistance and support.
- Ensure to support and manage participants financial assets in a manner that is in the best interests of the individual.
- Ensure consent is obtained and stored from the participant prior to providing support and assistance in financial affairs.
- Ensure not to use or loan participants money; doing so may result in disciplinary action.
- Ensure to assist participants with the safe handling of their money.
- Must not use participants PIN code or passwords to assist in handling finances.
- Ensure the NDIS Service Agreement and Support Plan contains necessary information regarding the management of their finances.
- Ensure the NDIS Service Agreement and Support Plan is reviewed annually, and the necessary changes are made if required.
- Ensure to act in accordance with the individuals NDIS Service Agreement and Support Plan.
- Ensure participants money is only used to benefit the participant, not others.
- Ensure that cash is only used for the individual participant.

Infinity Supports WA understands that service delivery may include workers and participants sharing an occasional meal or outing together, which should not jeopardize their position at Infinity Supports WA. If this instance arises, the costs involved should be covered by a Companion Card. If a Companion Card is not provided, workers must not allow participants or participants families to use their personal funds to pay for meals. In this case, it is the responsibility of the Director to address and determine the payment method to cover the expenses on a case-by-case basis.

Supporting Documents

Documents appropriate to this strategy and procedure include:

- Participant Incident Management Policy and Procedure (2.12)
- Participant Rights and Responsibilities Policy and Procedure (2.3)
- Policy and procedure for feedback and complaints (2.11)
- Protecting Participants from Harm Policy and Procedure (2.2)
- Service Access Policy and Procedure (2.9)

- Human Resources Policy and Procedure (1.18)
- Worker Code of Conduct (1.23)
- Compliance Policy and Procedure (1.2)
- Risk Management Policy and Procedure (1.7)
- Service Delivery and Participation Policy and Procedure (2.8)
- Records and Information Management Policy and Procedure (1.3)
- Finance Tracker CF017

Infinity Supports WA can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

2.5 Information, Referral and Advice Policy and Procedure

Policy and Procedure

This policy and procedure is to be used in conjunction with the entire manual but more specifically Records and Information Management Policy and Procedures. It aims to ensure that participants are provided with all the necessary information, and have access to the services relevant and suitable for their needs.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Referring (referral)	Direct and provide information to someone about something, e.g a service.
Stakeholders	A person with an interest or concern in Infinity Supports WA, e.g. participants, families, investors, workers etc.
Respect	Due regard for the feelings, wishes, or rights of others.
Scaffold	To provide information to and prepare an individual for a specific task.

Policy

It is expected of all Infinity Supports WA workers, to act professionally and productively to ensure efficiency for the company. Infinity Supports WA will be required to inform the public, participants, and other stakeholders regarding the services they provide. Infinity Supports WA will continue to work efficiently to deliver their services and meet the needs of their participants, whilst continuing to strengthen and improve their services to meet the growing and changing needs of participants.

Procedure

All workers are required to interact respectfully with other organisations and will not engage in conversations that may undermine other organisations. When Infinity Supports WA workers have any concerns about aspects of another organisation which negatively impact participant welfare or Infinity Supports WA communication with that organisation, the issue will be given to the Director, who will follow the complaints process of that organisation to address the problem.

Referral Support

Infinity Supports WA displays and provides information on different services and resources for individuals to participate in community organisations; this could include pamphlets, Social Media or Websi. Information will be given in a variety of amounts, where appropriate.

To provide current and potential participants with accurate and extensive information on services and possible providers for specific services. This ensures that participants have all relevant information before making any decisions.

Workers must ensure that they are differentiating regarding information for their participants, to provide them with the correct information, relevant to their needs and services. They must also be sure to communicate in a way that is more suitable for the participant and easy to understand.

Methods to clearly communicate include but are not limited to:

- Writing in simple English.
- Presenting content verbally (phone or in-person).
- Using interpreters.
- Other forms of support.

To guarantee the efficiency of Infinity Supports WA, workers will ensure they respond to service requests in a timely manner (within one working day), committing to the Service Access Policy and Procedure. Referrals will be made within two working days, committing to the Assessment, Planning and Review Policy and Procedure.

To uphold a highly respected reputation, Infinity Supports WA workers must speak to participants in a professional but compassionate respect, being sensitive to their needs without judgment. Infinity Supports WA will provide participants with support in finding and making communication with services and facilities.

When providing referrals, workers must consider, the participants incredibly important requirements, the requirements of vulnerable individuals and individuals with complicated needs. Infinity Supports

WA workers will consider the level of distress the individual may have suffered; it may be necessary to ask for assistance from a senior worker prior to referring them on to other service providers. Other considerations may include:

- Safety issues.
- The age, gender, sexual identity, culture, religion and the ability of the individual and the language and communication needs.
- Additional services the individual is already receiving and from where.

Infinity Supports WA workers must cooperate with participants and work together to ensure they have selected the correct services and suggested referrals, with a clear understanding of why it would be beneficial for them and any potential challenges they might face. The worker should work with the participant, identifying and discussing ways to solve the challenges potentially.

Service Promotion

The Director will verify Infinity Supports WA is found in all appropriate directories, including through the "Find Registered Service Providers" feature on the NDIS website. Doing so will distribute details on Infinity Supports WA services in the appropriate formats to:

The local NDIA office	Local authority	Non-government providers	Agencies	NDIS Local Area Coordination (LAC) service provider
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Service Networking, Communication and Engagement

It is crucial for Infinity Supports WA to monitor and continue to improve services and scaffold participants for future referrals. For efficiency of this, it is beneficial for Infinity Supports WA Director to create and maintain effective relationships with agencies, local authorities and non-governmental providers.

It is crucial for Infinity Supports WA to create a mutually respected relationship with both Aboriginal and Torres Strait Islanders and Cultural and Linguistically Diverse (CALD) services, ensuring they are able to recognise and address participants needs. Infinity Supports WA must assist and guide workers, ensuring they have all the necessary training to meet the needs of participants from all different backgrounds. By being sensitive to and educated about diversity, participant results, customer service and overall organisation will be enhanced.

Regarding any service providers that Infinity Supports WA works with, including the continuous cycle of creating, reviewing and modifying agreements. The Director is responsible for ensuring the cycle is maintained, as well as establishing relationships, guidelines and responsibilities.

To ensure that Infinity Supports WA is using are the most suitable resources for the company to achieve the best results for participants, they will be reviewed at a minimum annually by the Director.

Documentation

Documentation on referrals can be used to educate the continuous improvement of Infinity Supports WA. To ensure Infinity Supports WA is effectively tracking service access and refusal, and referral

information, they will record it in the participant management system. Infinity Supports WA will evaluate its efficiency against its criteria for responding to requests for knowledge and referrals for action on a six-monthly basis. This is to guarantee the individual's needs are addressed in a reasonable time that continues to support the urgency of their needs. Though it is the responsibility of the delivery worker to update the Referral Database of Infinity Supports WA regularly, Management must officially review the Referral Database every six months to ensure the information it contains is current and relevant.

Supporting Documents

Documents relevant to this policy and procedure include:

- Assessment, Planning and Review Policy and Procedure 2.7
- Service Access Policy and Procedure 2.9
- Decision Making and Choice Policy and Procedure 2.10
- Privacy and Confidentiality Policy and Procedure 1.6
- Client Charter 2.1
- Feedback and Complaints Policy and Procedure 2.11
- Referral Database BF005

2.6 Exit and Transition Planning Policy and Procedure

Policy and Procedure

Infinity Supports WA utilises the Exit and Transition policy and procedure to ensure all participants are being treated equally and fairly when wishing to exit Infinity Supports WA, services. It presents Infinity Supports WA with the correct protocols to manage and uphold personal responsibility when participants choose to either exit or transition from services.

Infinity Supports WA understands that it is the participants or their advocate/representative's choice should they wish to alter their services or exit completely. These participants will, regardless, be treated with equal respect and dignity by Infinity Supports WA. Support will be provided depending on their personal needs and requirements. It is Infinity Supports WA's obligation to ensure participants remain safe and happy throughout their time and service with Infinity Supports WA. This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Equitable	To be fair and impartial. Dealing fairly and equally with all concerned an equitable settlement of the dispute
Discretion	The quality of behaving or speaking in such a way as to avoid causing offence or revealing confidential information.
Appeal	To make an appeal means to make a serious, urgent, or heartfelt request.
Transition	The process or a period of changing from one state or condition to another.

Policy

Participants can withdraw their need for services at any point, depending on their service agreement. Termination of services will not affect future access to Infinity Supports WA services. Exit protocols will be reasonable, understandable and will respect participant interests, ensuring the protection and safety of workers, participants, facilities, and services. Infinity Supports WA will communicate with other services to enhance provisions for exit or transition in order to satisfy the people's needs.

Worker Responsibilities -

Workers are responsible for recognising, defining, and providing Management with recommendations for continuous improvement as soon as they are established—for example, the need for new policies and procedures.

Director Responsibilities -

Infinity Supports WA Management is solely responsible for the oversight of participant exit, transfer, and transition. It is also their responsibility to ensure that workers are utilising the right protocols when assisting participants. This may require the following, however, is not limited to:

- Conducting one on one training sessions if required.
- Providing direct supervision to ensure correct procedures are utilised.
- Providing competency assessments to ensure all knowledge is up to date with the set-out standards.
- Requesting feedback from participants or their related personnel to understand if their requirements, needs and preferences are met.

The Director is responsible for the regular review of policies and procedures to maintain consistency with legislative requirements and to recognise the potential needs of the Infinity Supports WA. Annually, management must measure the efficiency of the Infinity Supports WA against the Continuous Improvement Plan.

The Director has complete responsibility for enforcing this policy and procedure and performing internal and external reviews and audits as per the Internal Review and External Audit Schedule. Participants, their families, friends, carers, and advocates create a key component of these reviews and audits.

Procedure

Participant Requested Termination

Depending on the service agreement, participants can withdraw earlier than their end date; however, two weeks' notice must be given in writing. Infinity Supports WA will give ongoing support and guidance to all participants in need of an advocate or other outsourced service. In conjunction with the Continuous Improvement Policy and Procedure, service exists, and referral documentation will be tracked in Infinity Supports WA Participation Management System. Infinity Supports WA understands the requirement to conduct service termination fairly and respectfully. Infinity Supports WA Management will be responsible for carrying out the correct protocols to ensure participants needs are met regardless of the circumstances. Therefore, it is Infinity Supports WA obligation to notify participants, their family, their advocate or representatives of their personal rights and responsibilities in relation to the termination. It is vital for Infinity Supports WA to provide information regarding

possible future service provision should the participant ever wish to resume services with Infinity Supports WA.

Service Termination

Participants will be informed of their rights and responsibilities as part of Infinity Supports WA entry process.

The following points are provided to participants/followed by Infinity Supports WA with terminated services:

- Exit interview.
 - Get participant feedback
 - Steps for potential re-access
 - Reasons will be given if the participant is asked to leave
- Termination of service.
 - Communication must be made prior to termination

Reasons for terminating a participant's service:

- Participant is unwilling to work towards agreed goals.
- Other individuals may be at risk of harm from the participant.
- Financial criteria are not met.
- Health changes (too high of a level of care) not provided by services.

Documentation

All participant-related information will be recorded, protected, and stored in compliance with the Policy and Procedure for Records and Information Management of Infinity Supports WA. In conjunction with the Records and Information Management Policy and procedure, all documents and data that has been created and applied by Infinity Supports WA will continue to be owned by Infinity Supports WA. However, documents created to support participants throughout their services will be returned to them, Infinity Supports WA will keep copies documented. Infinity Supports WA must also abide by the Privacy and Confidentiality Policy and Procedure when applicable.

Appeal

Participants are eligible to appeal if their services have been terminated by Infinity Supports WA, appeals will need to be submitted in writing and sent to the Director so that the Infinity Supports WA Management will make a final judgement. Infinity Supports WA will continue to give guidance and assistance in services if the appeal is successful. However, if it is unsuccessful, reasoning will be given in writing.

If the appeal of a participant is successful, they will be assisted in continuing to access Infinity Supports WA services. If participants are unhappy with the outcome of their appeal, they should be directed to the Feedback, Compliments and Complaints Policy and Procedure of Infinity Supports WA.

Service Re-Entry

Once a participant exists a service provided by Infinity Supports WA, they are given one month to change their mind without having to go through the entire process again; after this, the initial process will be required.

Supporting Documents

Documents relevant to this policy and procedure include:

- Privacy and Confidentiality Policy and Procedure 1.6
- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Service Access Policy and Procedure 2.9
- Providing Information, Advice and Referrals Policy and Procedure 2.5
- Records and Information Management Policy and Procedure 1.3
- Decision Making and Choice Policy and Procedure. 2.10
- Exit Form CF020

2.7 Assessment, Planning and Review Policy and Procedure

Policy and Procedure

The aim of this policy and procedure is for Infinity Supports WA to establish and maintain a method for assessing, planning, and reviewing any participant support plans after they have been approved. This includes all disability-specific participants of Infinity Supports WA, as well as their families, carers, and advocates.

Infinity Supports WA will ensure they are abiding by the planning criteria found in:

- Disability Act 2006
- Department of Human Services and Disability Services Planning Policy 2009
- NDIS Act 2013

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Planning	Framework to encourage an individual with a disability to discover their needs, goals and expectations and the aspects in which they can be assisted in fulfilling them. For everyone, the planning will have a different goal and focus.
Assessment	Evaluate or estimate the nature, ability, or quality of.
Review	A formal assessment of something with the intention of instituting change if necessary.

Policy

Infinity Supports WA will offer its participants with specific preparation support, such as by providing advice, details and recommendations concerning service delivery. However, if Infinity Supports WA does not encompass the correct resources to assist in the participant in planning, Infinity Supports WA workers will refer the participant to an appropriate service provider, this takes between 3-5 working days.

Procedure

Participants will be presented with guidance and support to help them access the service by a person of their choosing, such as an advocate. Management must take into consideration the desires of the participant on acceptance or rejection of specific support services. Service providers offering current or similar services to participants will be included in the assessment, planning and review practices of participants will be conducted if the individual gives consent. Where required, an interpreter or advocate may be used to confirm the participants verbal understanding. The Management will discuss the rights and responsibilities of participants with them for all assessment, planning and review activities. See Infinity Supports WA Decisions Making and Choice Policy and Procedure.

All persons of Infinity Supports WA are responsible for safeguarding and retaining all documentation of participants. Documentation will be stored and retained in the individual participant's file. Depending on whether the file is a hard copy document or electronic document, workers must follow correct document retaining protocol. Privacy and confidentiality of participants will be treated with respect and protection. They will be reinforced frequently, verbally and in writing to support the services offered by Infinity Supports WA in accordance with Infinity Supports WA Privacy and Confidentiality Policy and Procedure.

Assessment

After the intake meeting where a participant is provided services and agrees that the Operations Manager will engage with the individual to determine their expectations and establish a service agreement that both the management and participant agree on. Infinity Supports WA Management must consult with the participant and conduct all assessment and planning interviews within 5 working days or as soon as possible after their acceptance.

The intake process will take into consideration information already given about the participant in their NDIS Plan. Service Operations will recognise and provide resources and linkages to other services, events, activities and services where appropriate that will increase the involvement of the participant in the community. Infinity Supports WA will provide support to assist participants in accessing those activities. Infinity Supports WA supports will assist the participant in establishing, sustaining and improving independence, problem-solving, social and self-care skills, relevant to participant age, developmental stage and cultural surroundings. Support from Infinity Supports WA will help participants gain control and responsibility for their decisions and improve their independence and community involvement.

Planning

Service Operations must collaborate with the participant to formalise the supports and services provided in a Service Agreement by Infinity Supports WA. Infinity Supports WA Service Agreement Templates can be customised to each participant's needs.

The Service Agreement Includes:

- Participant aspect-
 - What the participant's responsibilities are in accordance with the Service Agreement.
 - The timeframe the participant requires the supports to be provided and how, when and where the supports will be delivered.
 - How the participant and Infinity Supports WA will handle any problems or questions that arise, including the handling of complaints and dispute resolution.

- Management must ensure the participant understands their service plan and is provided with a copy of the plan. A copy must be stored in the participant's file, and key components must be identified in the Participant Management system of Infinity Supports WA
- The participant must sign the Service Agreement before Infinity Supports WA can commence the delivery of any service.
- Service agreement-
 - Service Agreements will be provided to participants prior to the commencement of services.
 - How often the Service Agreement will need to be reviewed.
 - Which timeline the notice is required for the participant or Infinity Supports WA to amend or terminate the service agreement and how that will be done.

Review

The terms of the supports will be reviewed every 6 months with the participant by Operational Manager: the participant's short-term and long-term goals, needs and preferences. Infinity Supports WA also puts a high value on the participants choice, control and involvement in their care and service provision, therefore workers always aim to include participants in their care and service provision which assists them in living a fulfilling life in accordance with their goals, needs and preferences.

Flexibility will be provided based on the timing of review assessments, depending on the participant's needs and expectations. If a participant wishes to change their service delivery before the 6-month review process this will be discussed with the Operation manager and a meeting arranged.

Supporting Documents

Documents relevant to this policy and procedure include:

- Information Management Policy and Procedure 1.3
- Decision Making and Choice Policy and Procedure 2.10
- Service Access Policy and Procedure 2.9
- Providing Information, Advice and Referrals Policy and Procedure 2.5
- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Service Agreement Templates CF008
- Privacy and Confidentiality Policy and Procedure 1.6
- Referral Database. BF005

2.8 Service Delivery and Participation Policy and Procedure

Policy and Procedure

This policy and procedure outline the standards and expectations of Infinity Supports WA when delivering quality care service to all participants. Infinity Supports WA will implement the necessary measures and practices within their framework to ensure the core values Infinity Supports WA are upheld when delivering services to participants.

Infinity Supports WA understands and recognises the importance of providing Infinity Supports WA workers with guidelines that achieve the most effective, sufficient, and safe delivery of quality care.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Independence	Free from outside control; not subject to another's authority. Not depending on another for livelihood or subsistence.
Provision	The action of providing or supplying something for use.
Kindship	Kinship refers to these bonds, and all other relationships resulting from them. Thus, the institution of kinship refers to a set of relationships and relatives formed thereof, based on blood relationships (consanguineal), or marriage (affinal).
Competence	The ability to do something successfully or efficiently.
Auslan	Auslan is short for Australian sign language, a language developed by, and for, Australians who are deaf or hearing impaired. It's a visual form of communication that uses hand, arm and body movements to convey meaning.
Legally Binding	A legally binding written agreement is an agreement which is valid and therefore enforceable. It means that the parties who have signed the agreement are expected to fulfil their obligations under the agreement.

Policy

The purpose of this policy is to ensure Infinity Supports WA workers promote and encourage participants to participate in their community actively. All workers of Infinity Supports WA providing care for participants should also support participants in maintaining individuality and their development of skills.

Infinity Supports WA aims to encourage a service delivery approach that solely focuses on participants and their needs. Workers of Infinity Supports WA should aim to maintain participants associations with families, friends and communities.

Infinity Supports WA aims to implement quality service delivery that promotes the well-being of all participants and aims at achieving the participants' personal best. To do this, Infinity Supports WA and its workers will encourage all participants to maintain individuality and develop the necessary skills to

maintain independence. Workers will also encourage all participants to engage in activities within the community that allow them to develop skills that are used on a daily basis, such as problem-solving and communication skills.

Principles and Guidelines of Service Delivery

Infinity Supports WA and its workers recognise and understand the importance of enforcing non-discriminatory and unbiased practices are implemented within the framework of Infinity Supports WA to ensure no individual is neglected. To achieve this to a high extent, Infinity Supports WA will be sure to include Aboriginal and Torres Strait Islanders (ATSI) and Culturally and Linguistically Diverse (CALD) people. By doing so, Infinity Supports WA is able to show their support and dedication to the ATSI and CALD community.

Infinity Supports WA recognises and understands the importance of ensuring the principles of service delivery are thoroughly implemented within the practices of Infinity Supports WA. By doing so, Infinity Supports WA and its workers will be able to provide the most effective delivery of quality care to all participants while encouraging independence and the development of skills.

To identify the specific needs, wants, and requirements of the individual, Infinity Supports WA will utilise a specific approach that focuses on the strengths of the participants. This ensures that participants recognise and understand the importance of kinship and family. The participant's needs, aspirations, abilities and level of independence should become clear and evident as a result of utilising this approach. Workers of Infinity Supports WA will guide participants development of individuality by undertaking regular reviews on the participants progress and developing new support plans to improve. These will be monitored through regular assessments.

Management will ensure to employ culturally skilled individuals with varying qualifications and life experiences to ensure there is a wide range of personnel available to participants. By employing individuals with significant differences, Infinity Supports WA is able to ensure all participants are receiving the services and quality care they require.

Infinity Supports WA understands the importance of delivering services of care in a way that adheres to the participant's rights, makes them feel safe and secure while at Infinity Supports WA, and supports the individuality of each participant. Workers should always aim to show their utmost respect for all individuals while delivering these services of care and encourage participants to engage in activities that allow them to pursue their aspirations and desires. To ensure this is achieved, Infinity Supports WA will ensure all participants have the opportunity to make decisions in all aspects of their personal lives and the delivery of service they require.

It is the responsibility of Management to identify and provide referrals to additional services where appropriate. This should be done in conjunction with Infinity Supports WA Providing Information, Advice and Referrals Policy and Procedure.

Interpreters and Translation

Infinity Supports WA recognises and understands that certain participants may struggle to communicate effectively with the workers of Infinity Supports WA. If the situation arises, Infinity Supports WA will ensure to provide high-quality recourses such as language services that are suited

to the needs of the individual and enable effective communication between participants and workers of Infinity Supports WA.

In addition to this, Infinity Supports WA understands certain unknown circumstances may affect an individual's ability to effectively communicate, even if they are confident in their English. In these circumstances, Infinity Supports WA will provide the necessary services to ensure effective communication between Infinity Supports WA and the individual. Families of the participant should be consulted to determine if an interpreter is required.

To determine if a participant requires an interpreter, Infinity Supports WA will utilise the following steps as a guideline to come to a decision:

1. Evaluate participants comprehension of English
2. Undergo an informal interview with the participant
3. Workers of Infinity Supports WA should aim to gain a thorough understanding of the individual's background.
4. Consult with participants families or advocates to determine if an interpreter or translator is required.

There are certain circumstances in which Infinity Supports WA is obliged to provide an interpreter or translator for the effective and efficient communication between participants and workers of Infinity Supports WA. Below outlines the circumstances in which participants who are not confident in their English skills will be provided with an interpreter or given the option to obtain the information in their preferred language:



Rights and
Responsibilities

Infinity Supports WA recognises and understands that some participants may have no English skills at all or may use Auslan to communicate with others. In this situation, Infinity Supports WA is expected to provide participants with the use of a professionally accredited interpreter which is free of charge. Infinity Supports WA welcomes participants to request a preferred interpreter that is professionally accredited.

If a participant requires the translation or interpretation of important information, only a professionally accredited translator or interpreter can assist. Interpreters or translators without a professional qualification are only able to interpret general information.

Infinity Supports WA recognises the importance of ensuring a qualified interpreter is utilised when providing the participant with important information. Information that is considered important includes, however, is not limited to:

- Legally binding information
- Consent forms
- Medication forms.

Generally, if a participant requests forms or plans of Infinity Supports WA, an accredited interpreter or translator should be present to ensure the important information is understood.

If Infinity Supports WA is unable to access an accredited translator or interpreter suitable to the participant at a particular time where it is essential Infinity Supports WA is able to seek assistance from the family or friends of the participant or a worker who speaks another language. If this situation

arises, Infinity Supports WA must ensure the decision and factors influencing the decision must be documented on the participant's record.

However, Infinity Supports WA must access a qualified interpreter at the earliest opportunity to ensure the participant understands the information and is given the accurate information. Persons under the age of 18 cannot be used as an interpreter.

Infinity Supports WA will utilise the Western Australian Interpreting and Translating Service, to access qualified Interpreters and Translators suitable to each participant. This organisation provides a variety of options to access their services. They provide on-site interpretation, over-the-phone interpreting, Video interpreting and language translations. Video interpretations are usually used for participants who are deaf or have a hearing impairment and use Australian sign language (Auslan) to communicate with others effectively.

If a participant requires a video interpretation, bookings can be made using:

- By phone on (03) 9280 1955 (24/7 Access)
- Online at <http://participant.vits.com.au>;
- By email to interpreting.bookings@vits.com.au

Supporting Documents

Documents relevant to this policy and procedure include:

- Providing Information, Advice and Referrals Policy and Procedure 2.5
- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Privacy and Confidentiality Policy and Procedure 1.6
- Assessment, Planning and Review Policy and Procedure 2.7
- Decision Making and Choice Policy and Procedure 2.10
- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Referral Database BF005
- Service Access Policy and Procedure. 2.9

2.9 Service Access Policy and Procedure

Policy and Procedure

The purpose of this policy and procedure is to ensure Infinity Supports WA implements the necessary measures and practices to support participants access to Infinity Supports WA services. Infinity Supports WA Services and its workers are dedicated to ensuring that participant rights are adhered to, enforced, and protected.

To comply with this policy and procedure Infinity Supports WA will ensure all participants receive adequate services that support their needs and requirements in a fair and equal manner, that allows them to access services Infinity Supports WA provides safely.

Infinity Supports WA and its workers will advocate for the equal rights and freedoms of all individuals with disabilities to ensure all participants are receiving quality care during their time with Infinity Supports WA. In addition to this, it is the responsibility of Infinity Supports WA to ensure participants and their families are provided with clear and concise updates regarding the delivery of services. This applies to all current and future applicants with disability-specific services of Infinity Supports WA.

If Infinity Supports WA, services are not suitable to certain participants, Infinity Supports WA is obligated to help people access care elsewhere that would be suitable for their needs and requirements. Workers of Infinity Supports WA will be required to consider referrals and requests for participants to access another service.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Disability	A physical or mental condition that limits a person's movements, senses, or activities.
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Policy

The evaluation and eligibility of Infinity Supports WA, access priority and the strategic planning of waiting lists are followed through a fair, equal and responsible way, in conjunction with the policy and procedure of the Client Charter Infinity Supports WA. Infinity Supports WA recognises the importance of ensuring fair and equal practices are put in place to prevent participants from feeling uninvolved or neglected.

Infinity Supports WA must consider the following prior to the approval of applicants:

- The specific needs and requirements of the participants.
- Infinity Supports WA capacity to care for participants effectively and fairly.
- The resources Infinity Supports WA has to adhere to the care of participants.
- Possible effects of current participants of Infinity Supports WA.

Infinity Supports WA will ensure to remain clear, consistent, and non-discriminatory to promote equal opportunity and impartiality when dealing with admissions to facilities. In addition to this, Infinity Supports WA will ensure the services they provide are easy to comprehend and easily obtainable.

Infinity Supports WA is focused on delivering a clear and straightforward commitment to all individuals with a high level (and low-intermediate level) of care designed to meet needs and requirements and create a feeling of integrity, meaning and health. Infinity Supports WA is a secure and interactive system setting, easily available and sensitive to the care and contact requirements of its participants.

Director Responsibilities –

- Liable to enforce this policy and procedure within the framework of Infinity Supports WA.
- Perform frequent internal and external audits and assessments.
- Utilise the information from the audits and assessment reviews to make the necessary adaptations to achieve high quality care further when delivering services.
- Ensure all workers of Infinity Supports WA are enforcing and adhering to the standards of this policy and procedure.
- To ensure all workers of Infinity Supports WA are aware and understand the duties they must adhere to when delivering quality care services.
- To demonstrate reasonable vigilance through consistent assessments and reviews to ensure consistency with relevant legislation.
- To annually assess and review Infinity Supports WA success through the Quality Improvement Plan, and to communicate these achievements with Infinity Supports WA Director.
- To investigate and review the admission and referral procedures implemented within Infinity Supports WA and address any concerns or achievements in regular meetings.
- To provide participants with Infinity Supports WA Welcome Pack and other relevant or requested documents.
- To manage the applications and inquiries of future participants of Infinity Supports WA.

Worker Responsibilities –

- To ensure they have a thorough understanding of the standards and expectations they must adhere to and meet while delivering services to participants.
- To execute tasks and practices in line with this policy and procedure.
- To report recommendations for improvement to Management.
- To ensure all participants are treated equally and with respect.

Procedure

To ensure the most effective system of admissions and referrals is implemented, Infinity Supports WA will construct an organised and strategic way of operating this system. Infinity Supports WA must ensure that while utilising these organised and strategic practices, they must remain fair and equal to all participants. They must ensure those who are unable to access Infinity Supports WA, services are supported when searching for additional support and services that would adhere to their particular needs and requirements. In addition to this, Infinity Supports WA may provide participants with advice and information to support themselves, providing the service to an individual of their choosing, such as a supporter.

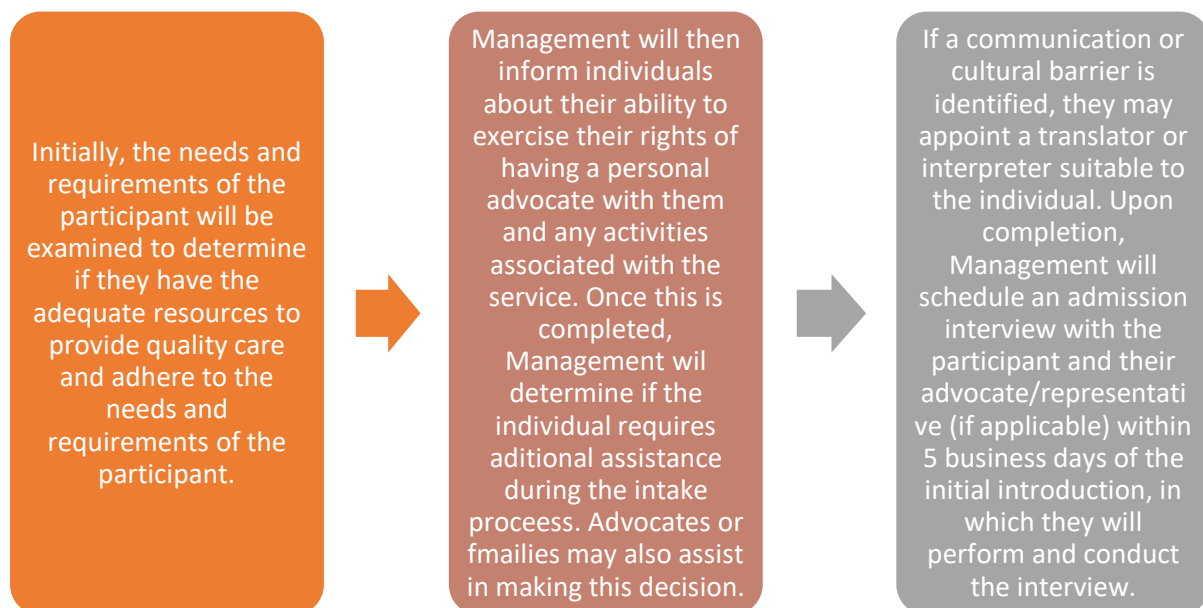
Service Access

Infinity Supports WA understands that certain participants require 24-hour care, and to adhere to this, Infinity Supports WA delivery of service will be available 24 hours a day, 7 days a week.

To ensure the most effective and equal system is implemented within Infinity Supports WA, the Management will be the person responsible for dealing with relevant questions or inquires prospective participants, or their representatives may have. Upon response to these questions and inquiries, if the prospective participant or their representative does not directly reply, Management is obligated to recontact the person requesting care or their representative/advocate within one business day.

Infinity Supports WA, services will be provided 24hrs a day, 7 days a week. Office hours are 08:30 am to 06.00 pm Monday to Friday. A Manager (or delegate) must be available to respond to this. Such periods could be expanded that will provide additional service opportunities for participants with the management's decision, in which it will be explained on request.

Infinity Supports WA Management will utilise the steps below as a guideline when introducing a prospective participant or their supporter/advocate to Infinity Supports WA service.



Following one working day after the Intake meeting, management must notify the individual or their representative via telephone or email, informing them of the decision if the service environment is suitable to the participant. If the individual's application is accepted and service of care is offered, Infinity Supports WA will refer to their Assessment, Planning and Review Policy and Procedure to complete the administration process.

Infinity Supports WA recognises the importance of ensuring prospective participants are informed of all necessary important information prior to the acceptance of admission.

Management must present the individual with knowledge about arrangements, which may refer to the delivery of services, any costs or payments associated, procedures for entering and exiting the service, conditions required to be eligible, means to access disability-specific services from Infinity Supports WA, and if the individual will meet specific eligibility requirements.

When considering disability-specific requirements, Infinity Supports WA Management will carry out an unbiased compliance analysis to determine if the participant is eligible. When doing so, Infinity Supports WA should aim to recognise individuals' requirements, any potential or foreseeable hazards or risks and consider the individual's wellbeing. In addition to this, Infinity Supports WA should utilise the guidelines of the service when making a decision.

Dissatisfactory Service

Participants who are dissatisfied with the outcome of the appeal should be given the opportunity to make a formal complaint or give feedback. In this instance, Infinity Supports WA will inform participants of the necessary procedures to take to issue the complaint or feedback, which will be done in accordance with Infinity Supports WA Feedback, Compliments and Complaints Policy and Procedure.

Participant Service Denial

Infinity Supports WA understands and recognises there may be varying situations in which an individual is unable to receive services of care from Infinity Supports WA. This may be due to refusal of acceptance or the non-acceptance of an individual. A variety of measures have been implemented within Infinity Supports WA framework to ensure all refusals or non-acceptance of admission to Infinity Supports WA are dealt with in a fair, unbiased and respectful manner.

Infinity Supports WA understands the importance of ensuring all persons considered vulnerable have the opportunity to access quality care and will assist unsuccessful applicants in finding an alternative service provider. Infinity Supports WA is obligated to provide advice and referrals, where necessary, to assist individuals in accessing services suitable to them. This should be done in conjunction with Infinity Supports WA Providing Information, Advice and Referrals Policy and Procedure. Infinity Supports WA will be sure to provide this assistance in circumstances which participants were refused acceptance or denied acceptance.

If Infinity Supports WA has refused to offer care to an individual, the individual or their representative should be given justified reasoning as to why Infinity Supports WA is unable to offer their services. There are certain reasons as to why Infinity Supports WA may refuse acceptance as outlined below:

- If Infinity Supports WA does not obtain the adequate resources and equipment to accommodate the individual's specific needs and requirements.
- If a certain prospective participant is evaluated as of higher importance and there is limited room for acceptance.
- If the individual does not satisfy the eligibility criteria for Infinity Supports WA.
- If Infinity Supports WA facility has no capability to accommodate for new participants.

If a prospective participant is eligible to obtain services, however, Infinity Supports WA cannot accommodate due to lack of availability, participants will be given the opportunity to be placed on the waiting list. If participants agree to do so, Management of Infinity Supports WA will maintain regular contact (approximately every 3 months) to inform participants of updates regarding their positioning on the list, and possible time remaining on the waitlist. Each time a participant on the waiting list is contacted, Management should confirm their place on the list and recommend appropriate alternative service providers. Infinity Supports WA will maintain a manageable list to ensure all individuals have the opportunity to receive an acceptance of admission to Infinity Supports WA and are not waiting for long periods of time.

If an individual is refused acceptance, Infinity Supports WA should document this information in the Referrals database. The information should contain the reasoning as to why the individual was refused acceptance. If individuals have been accepted but put on the waiting list, this information should also be documented within the same database. This is done to guide the continuous improvement of Infinity Supports WA framework and practices.

In addition to this, if Infinity Supports WA grants service to an individual, in which they decide to deny their acceptance, Infinity Supports WA should not offer incentives or persuade the individual to persevere with Infinity Supports WA. Management and workers of Infinity Supports WA understand that acts of persuasion are considered manipulation, which is not tolerated under any circumstances. However, Management should ensure individuals are aware they are able to recontact Infinity Supports WA if their service of care is required. In doing so, individuals should also be made aware of the waiting list, if applicable.

Appeal

Infinity Supports WA understands that individuals who have been denied acceptance have the opportunity to challenge the decision made by the Management of Infinity Supports WA. Infinity Supports WA has implemented an effective system which allows appeals to be dealt with fairly and in a timely manner. Below outlines the procedure Infinity Supports WA will follow when managing an appeal:

1. Individuals should document their complaint or challenge in writing.
2. Submit the document to the Director of Infinity Supports WA.
3. The Director should come to an agreed decision that is fair and justifiable.
4. Documented guidance will be given to individuals who are unsatisfied with the outcome of the appeal.
5. Management should document the outcome in the same database used to document refusals of acceptance.

Individuals who are unable to communicate effectively are able to receive assistance when appealing. Infinity Supports WA workers may assist in this instance, or a translator or interpreter should be contacted.

Participants who are successful in the appeal will be redirected to Infinity Supports WA Assessment, Planning and Review Policy and Procedure to finalise the admission process.

Supporting Documents

Documents relevant to this policy and procedure include:

- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Occupational Health and Safety Policies and Procedures 1.22
- Providing Information, Advice and Referrals Policy and Procedure 2.5
- Privacy and Confidentiality Policy and Procedure 1.6
- Decision Making and Choice Policy and Procedure. 2.10
- Risk Management Policy and Procedure 1.7
- Incident Management Policy and Procedure 2.12

2.10 Decision Making and Choice Policy and Procedure

Policy and Procedure

Infinity Supports WA understands the importance of ensuring all participants have the opportunity to make appropriate decisions and choices regarding their everyday lives. Thus, the purpose of this policy and procedure is to ensure all workers of Infinity Supports WA allow participants to exercise their right of making decisions that are suitable to their needs and do not pose harm or risks to themselves or others.

Infinity Supports WA workers will support all participants in making their decisions and choices themselves to improve individuality and independence. However, workers are able to intervene if the decision is considered harmful or inappropriate.

Infinity Supports WA workers will assist participants where possible while adhering to their rights and ensuring the safety and security of all participants, workers, staff, visitors, and other relevant personnel of Infinity Supports WA.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Advocate	The role of an advocate is to offer independent support to those who feel they are not being heard and to ensure they are taken seriously and that their rights are respected.
Decision Making Capacity	Decision making capacity refers to a person's ability to make day to day decisions about legal, medical/health care, financial and personal matters. Capacity is the basis of informed consent.
Nominee	An individual who has been appointed in writing, at the request of a participant, their guardian or the NDIA that will make decisions on behalf of the participant. NDIS has two types of nominees, a plan nominee and a correspondence nominee. One individual can be appointed as both, and either nominee can be appointed until further notice or for a particular team. <ul style="list-style-type: none"> – Plan Nominees- are responsible for supporting participants with their plan from the NDIS. – Correspondence Nominees- will communicate and make requests to the NDIA. This may include requesting information and collecting documents on the participant's behalf.
Participant-Appointed Decision Maker	An individual who is allowed to make decisions on behalf of the participant. That must be agreed in a formal agreement between the participant and the person appointed. A Power of Attorney or an Advance Health Officer are two instances of self- designated policymakers.

Policy

The purpose of this policy is to ensure all participants of Infinity Supports WA are able to exercise their right to make decisions on all facets of their life and the services of care they receive. The worker of Infinity Supports WA should assist participants in identifying their capability and potential of making decisions themselves.

When doing so, workers must ensure they consider their obligations and duties of care they are responsible for when assisting a participant in making decisions. When determining if the decision is considered appropriate for the participant, workers must consider the following; however, are not limited to:

- The likelihood of the participant being exposed to any form of harm or risk as a result of the decision.
- If the decision made by the participant will negatively affect other persons.
- If the decision is appropriate and suitable for the individual's capabilities and skills.
- If the participant is a child, their parent or guardian should make choices and decisions on their behalf.

Infinity Supports WA understands that some individuals may be unable to make decisions themselves for a short period of time or permanently. To support these individuals, they will be informed of their opportunity to have an independent support person to assist them in making appropriate decisions. Infinity Supports WA will be sure to advise participants or their advocate of their eligibility to access a support person to aid in the processes of decision-making.

When conducting initial assessments and evaluations, all participants of Infinity Supports WA will be encouraged to utilise a support person for the duration of the decision-making processes.

Persons that are considered eligible to make decisions on the participant's behalf are listed below:

- A Nominee.
- Court-appointed decision maker.
- Participant-appointed decision maker.
- Family member.
- Advocate.
- For children, a parent or guardian.

In addition to this, Infinity Supports WA will also ensure all participants understand that they will be able to partake in decision making in some circumstances, regardless of their individual capacity to make appropriate decisions.

Infinity Supports WA expects its participants to make educated decisions and choices that are likely to benefit themselves and lead to quality improvement. Infinity Supports WA and its workers will also guarantee that all participants are given the opportunity to exercise their opinions and suggestions that improve the delivery of services of care.

Procedure

Infinity Supports WA will ensure to enforce an effective system that allows participants to exercise their right to engage in important decision-making in relation to their daily lives and delivery of services.

Infinity Supports WA will ensure participants are aware of their opportunity to have their representative or advocate present during the initial process and will contact them upon request. During the process of the initial assessment and evaluation, workers of Infinity Supports WA will provide participants with the relevant information regarding the decision-making process and their

rights involved in this process. This information is documented in Infinity Supports WA Welcome Pack, which will be distributed to participants.

If a participant cannot understand or comprehend the information due to a language barrier, Infinity Supports WA will provide participants with the following opportunities:

- Provide participants with the Welcome Pack in their preferred language.
- Access a qualified interpreter or translator.
- Access an advocate that can accurately translate the information.
- Less valuable information can be clarified verbally by a worker who understands the preferred language of the participant.

By giving participants a variety of formats to obtain the essential and requested information, Infinity Supports WA is adhering to the following policies and procedures:

- Participant Rights and Responsibilities Policy and Procedure
- Privacy and Confidentiality Policy and Procedure
- Service Access Policies and Procedures

Infinity Supports WA understands and acknowledges that the needs and requirements of the individual may change over time. To manage this, Infinity Supports WA will implement certain measures and practices to ensure the necessary modifications are made which adhere to the participants' changing needs, requirements, aspirations, and decisions.

Requirements of Workers of Infinity Supports WA

Workers of Infinity Supports WA are expected to participate in an initial induction to ensure they understand the operations and practices of the organisation and the expectation of Infinity Supports WA when delivering services of quality care. To monitor the operations of workers, Management will assess workers through annual performance reviews. This adheres to the requirements outlined in Infinity Supports WA Human Resources Policy and Procedure.

Workers of Infinity Supports WA may be given additional training within the workplace to improve further their skills and knowledge of caring, supporting and assisting participants.

Duty of Care

All persons of Infinity Supports WA understand and acknowledge their duty of care towards participants, and their obligation to adhere to their duties. Workers of Infinity Supports WA are aware that a breach of their duty of care can result in disciplinary action.

Infinity Supports WA and its workers understand that certain actions or behaviours made by individuals with a disability may expose workers to risk, harm or injury. Infinity Supports WA has implemented the necessary measures to manage these occurrences. Refer to Infinity Supports WA Positive Behaviour Support and Restrictive Practices Policy and Procedure for more information on the management of these occurrences.

If a participant's decision or choice is inappropriate or poses an extreme amount of risk, harm or injury to others, Workers of Infinity Supports WA may implement restrictions of the decision being exercised. If this situation arises, Management should be notified immediately, and the information on the event

should be documented in the participant's file. The information regarding the management of the potential risks and dangers should also be documented. Workers who are unsure of how to identify potential risks or dangers as a result of a decision being made, Management will intervene and assist the worker.

NDIS Practice Standards

Infinity Supports WA recognises the importance of implementing a framework that is in conjunction with the NDIS standards. To ensure these standards are adhered to and implemented, Infinity Supports WA will enforce the necessary practices and measures that allow participants to safely and securely exercise their rights.

Below outlines the way Infinity Supports WA will implement the requirements of compliance set out in the NDIS Act 2013. Infinity Supports WA framework was constructed to allow all personnel of Infinity Supports WA to utilise this policy and procedure, to adhere to the standards of the NDIS Practice Standards (2020), which are also outlined below.

NDIS Practice Standard: Core Module 1 Rights and Responsibilities , Sub-section: Person - Centred Supports		
Workers will encourage all participants to develop skills improving their individuality and independence. Workers will also take the necessary measures to ensure participants have the opportunity to engage in decision-making that allows them to pursue their aspirations, desires and allow them to further develop their skills.	Workers should aim to ensure all participants are treated with utmost respect at all times and are not discriminated against or neglected. All workers acknowledge that all individuals with disabilities share the same rights as all individuals in the community. To enforce these rights, workers will assist participants in expressing decision and control to their maximum capability, where necessary.	Workers delivering quality care should always ensure participants competence to implement control and decisions develops and increases overtime, in a manner that is suitable to their needs, requirements and abilities.

In addition to this, Infinity Supports WA and its workers recognise the importance of ensuring all participants' families, carers and other relative personnel are involved in the participant's life. To ensure this is enforced within the framework and operations of Infinity Supports WA, all workers will do the following, however, are not limited to:

Workers will ensure participants families and carers have the opportunity to partake in decision making that involves them.

Families and carers will be allowed to engage in decision making regarding the individuals delivery of services, requirements and needs.



Important personnel to attend leisure events or community event with participants will be encouraged.

Will welcome all families and carers of all individuals to participate within the community.



They will ensure to consider and respect the families and carers decisions.

Workers will ensure the cultural background and values of the families and participant are respected and considered at all times.

Formal and Informal Decision-Making Processes

Formal Decision - Making Processes

All participants should be able to exercise their right to make decisions and choices regarding their daily lives and activities. Utilising formal decision-making ensures the participants aspirations and desires are considered.

They will utilise this form of decision-making if the participant doesn't agree with the informal decision made. Formal decision-making agreements should be documented in the participants file and any concerns should be made prevalent to the Management.

Informal Decision - Making Processes

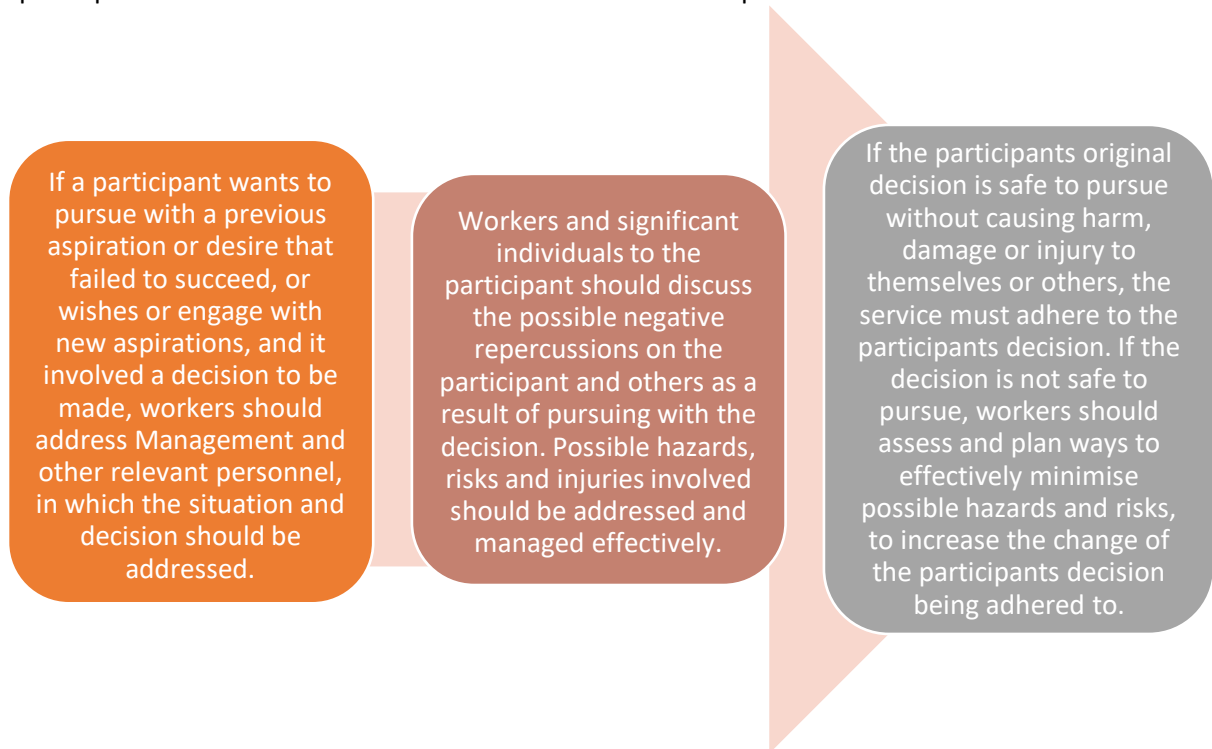
Informal decision-making refers to an individual who is not court-appointed is required to make decision or choice on behalf of an individual with a disability.

All informal decisions should be recorded and documented in the participants file. Workers directly involved should also receive a copy of the documentation.

Dignity of Risk

Infinity Supports WA and its workers understand the importance of ensuring all participants capacity to make decisions can be exercised in a manner that is safe and secure to themselves and others. Infinity Supports WA should involve all relevant personnel, including stakeholders in the decision-making process and discuss all possible dangers, hazards, negative repercussions and prospects. Infinity Supports WA and its workers also understand and will ensure participants request to access to supports cannot be rejected based on a participant's risk dignity.

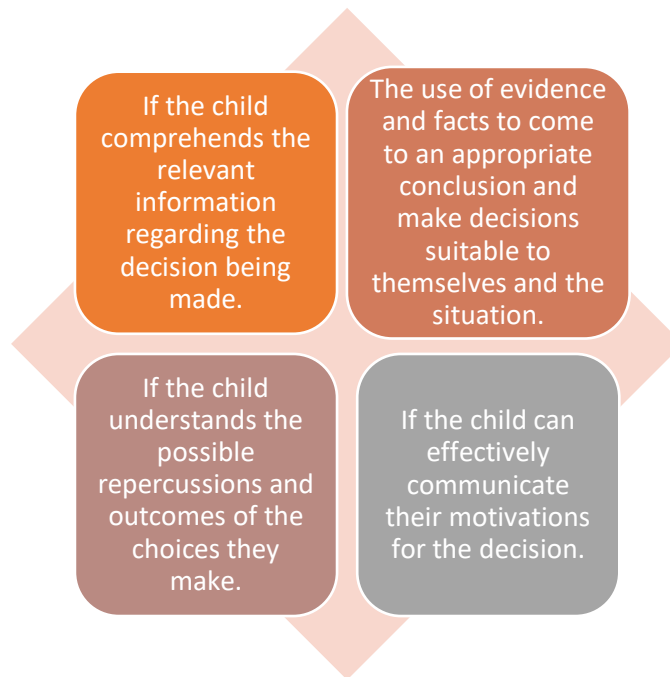
Below outlines the necessary measures Infinity Supports WA workers should take in order to ensure all participants decisions are suitable to their needs and safe to pursue:



During this process, all participants should be made aware of and understand the potential injuries or risks that could occur as a result of the decision. If there is a significant disagreement between the participant and their advocate, Management should be notified and become involved in the discussion, or they may suggest and organise independent mediation.

Workers of Infinity Supports WA should always strive to enforce and adhere to the participant's decision and will be trained to do so through inductions and training. By undertaking inductions and training, Workers of Infinity Supports WA will obtain the necessary skills to assist participants in making decisions while limiting the use of restrictions.

A child may be eligible to make decisions on their own accord, with the approval of the supplied worker from Infinity Supports WA. A child's ability to independently make appropriate decisions and choices increases as the child develops. To ensure the child is capable of making these decisions, Infinity Supports WA will utilise the points below as a guideline when determining the child's capability:



In addition to this, Infinity Supports WA workers should consider the opinions and preferences of the child's representative, families and nominated worker while complying with legal or parental guardianship agreements. While doing so, workers must ensure they remain respectful to the child's predispositions and wishes and consider them when coming to an agreement.

Supporting Documents

Documents relevant to this policy and procedure include:

- Participant Welcome Pack. CF016
- Privacy and Confidentiality Policy and Procedure. 1.6
- Positive Behaviour Support and Restrictive Practices Policy and Procedure 2.17
- Service Access Policy and Procedure. 2.9
- Participant Rights and Responsibility Policy and Procedure. 2.3

2.11 Feedback, Compliments and Complaints Policy and Procedure

Policy and Procedure

This policy and procedure is intended to provide workers and on request participants, information on how they can provide feedback, compliments, and complaints about any aspect surrounding Infinity Supports WA. The discussion will be had to determine the most appropriate method to address or respond to it. However, any issue that arises from a Infinity Supports WA worker, it will be the responsibility the Director, to conform to a solution strategy. If required Infinity Supports WA may refer to the Disputes and Grievances Policy and Procedure for further assistance.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Grievance	A real or imagined formal complaint, especially unfair treatment.
Complaint	A statement that something is unsatisfactory or unacceptable. – in this policy and procedure, a complaint will be identified as a minor issue, that can be settled promptly and will not involve a detailed investigation.
General Complaint	An expression of dissatisfaction with Infinity Supports WA actions, policies, procedures, processes, charges, employees, agents or services.
Notifiable Complaint	A complaint that alleges a breach of the Education and Care Services National Law Act and/or Regulations.
Compliment	A polite expression of praise or admiration.
Feedback	Information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement.

Policy

Infinity Supports WA abides by the Human Resource Policy and Procedure, ensuring workers are aware of rights and appropriate workplace behaviour. This is crucial to attempt to uphold an environment flooding with positive feedback and compliments and limited complaints. This policy and procedures encourage Infinity Supports WA workers and participants to voice any concerns or positive comments they may have regarding individuals, facilities, services etc. Any comments made in relation to Infinity Supports WA will be utilised to improve their overall company.

The purpose of this policy is to ensure all workers of Infinity Supports WA understand and acknowledge what is expected of them when delivering services of care. Workers should aim to adhere to and enforce the rights and responsibilities of the participants. This ensures the operations implemented within Infinity Supports WA framework reflect the best interests of the participant.

In addition to this, this policy aims to ensure all workers of Infinity Supports WA have adequate knowledge, skills and resources to manage feedback, complaints and compliments, accordingly effectively.

Director Responsibilities –

- Primary accountability for this policy and procedure.
- Performing internal/external audits.
- Internal reviews.
- External audit schedule.

Worker Responsibilities –

- Record feedback, complaints, or compliments.
- Receive constructive criticism where required.
- Observe and monitor overall operation as well as personal operation.
- Remain honest and truthful when completing a complaint form, survey or feedback form.
- Encourage participants to complete a complaint form or feedback form when required.
- Provide any personnel wishing to complete a form with the correct and most up to date document at Infinity Supports WA.
- When corrective actions are put into place, ensure full endorsement.
- Ensure privacy and confidentiality is always upheld.
- Maintain respect to all persons filing a complaint or feedback form.
- If the worker receives the form, pass it onto Infinity Supports WA CEO/Director in an appropriate and timely manner.

Management Responsibilities –

- Implementing training for this policy and procedure.
- Undertake performance reviews annually.
- Recognise future needs.
- Review efficiency of Infinity Supports WA
- Ensure privacy and confidentiality is always upheld.
- Promote acknowledgement of all complaints quickly (within 1 working day).
- Ensure consultation with participant regarding acknowledgement and desired outcome if named.
- Respect anonymous complaint or feedback forms and conduct Management in the same manner as a named form.
- Respond to participants with a clear outcome or decision.
- Implement any Correct Action Requests if required.
- Should any systemic issues arise, conduct a thorough internal assessment or review.
- Priorities complaint form resolution in lieu of harm and risk reduction.
- Begin the resolution pathway or nominated to another personnel.
- Investigate any brought forth issues.
- Review alteration in service provision or care.
- Praise workers or Management when positive feedback is provided.

Procedure

Infinity Supports WA understands and recognises the importance of ensuring all participants, families, advocates, representatives and other relevant personnel obtain the essential information in a way that is easily comprehensible to the participants and others. Infinity Supports WA will offer all persons

a variety of ways to access the information documented in Infinity Supports WA Participant Welcome Pack. These documents will contain all the relevant information on how to effectively manage feedback and complaints, as well as information on how participants should lodge feedback, compliments, or complaints.

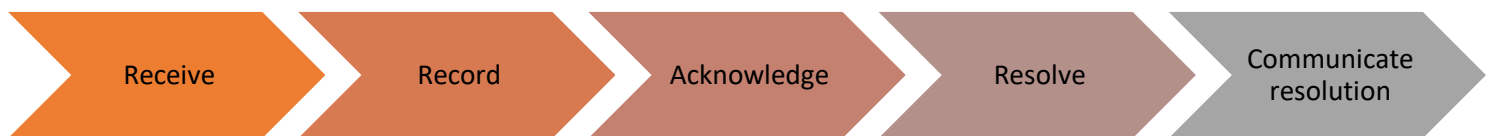
Workers are able to obtain a copy of these documents upon request. All complaints, compliments and feedback will be addressed during team meetings, in which the Continuous Improvement Plan will be utilised to make the necessary modifications that would better suit the participants, workers and operations of Infinity Supports WA

Feedback and complaints will be treated confidentially and will only be addressed directly with the individuals involved. All details regarding feedback and complaints will be maintained in a secure manner in accordance with Infinity Supports WA Records and Information Management Policy and Procedure. The Disability Act 2006 requires Infinity Supports WA to report yearly to the Commissioner for Disability Services in the manner required by the Commissioner for Disability Services and verify the number of complaints obtained and how the complaints were handled.

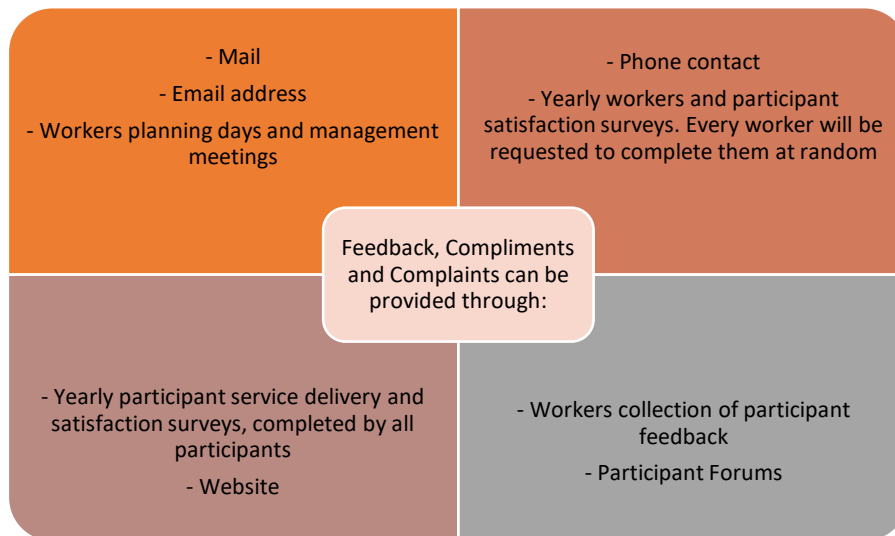
Management of Infinity Supports WA will encourage good quality practice, continuous improvement, and an honest, supportive, respectful philosophy that supports and encourages workers, participants, and all other individuals to make complaints and report matters without concern of retribution. This will be evaluated in yearly Performance Reviews of management and workers. A participant who wishes to submit feedback, compliment or complaint will be presented with the information involving this policy. If the participant's consent has been given, feedback, compliments and complaints can be submitted on behalf of the participant.

Feedback and complaint records will be tracked and examined to detect any continuing concerns. This will be reported on a three-monthly basis to the Director, as part of the report on Continuous Improvement. The personal details gathered in order to manage feedback or complaints will be treated in compliance with the privacy legislation and Infinity Supports WA Privacy and Confidentiality Policy and Procedure.

Infinity Supports WA will utilise the standard 5-step guideline to managing feedback, compliments and complaints as outlined below:



There are a variety of ways participants of Infinity Supports WA can provide feedback, compliments, or complaints. Below outlines the ways in which participants will be able to share their suggestions and provide feedback, compliments or complaints to Infinity Supports WA:



Receiving Complaint or Feedback Documents

Infinity Supports WA utilises a variety of forms in order to analyse complaints or feedback from relevant personnel. Should any individual of Infinity Supports WA wish to file a complaint, they are encouraged to discuss the matter personally to any preferred worker of Infinity Supports WA. This is offered in order to attempt to resolve the concern before a reference to the complaints or grievance process.

Infinity Supports WA provides the opportunity for any participant who wishes to file a complaint to utilise an advocate to speak on their behalf. Any complaint received will be treated with respect and confidentiality.

Should a complaint allege real or perceived criminal acts, injustice, abuse or neglect, it is instantly addressed to the CEO/Director. The Director must record the case and seek to resolve the allegation or issue with the appropriate authority immediately.

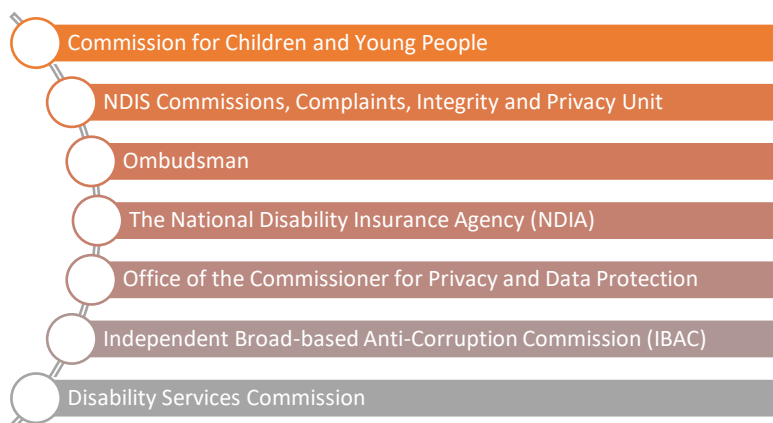
All complaints and grievances shall be forwarded to the Management for resolution. As a first measure towards resolution, minor concerns will be discussed with the appropriate individuals. If the issue cannot be settled within 24 hours, this should be handled by Management in a timely and appropriate manner.

Management is responsible for ensuring diligence when handling complaints and feedback forms.

Grievances may be lodged immediately either in writing or verbally. They can be lodged through:

- In writing to: PO Box 4275 Baldivis 6171
- By email to: admin@infinitysupportswa.org
- By phone on: 0493282661

Individuals can make a complaint directly to the following agencies at any time they wish to:



Recording Complaint or Feedback Forms

Infinity Supports WA Management will record and document any filed complaint or feedback forms in liaison with the Information and Record Keeping Policy and Procedure. All documentation and outcomes will be retained for a minimum of 7 years, should the issue escalate to external agencies such as police, documents will be achieved indefinitely. Infinity Supports WA maintains a Complaint Register and Feedback Register to assist with this process. Documentation will be stored in both hard copy and soft copy format in order to minimise the opportunity for theft, misuse, loss and error. Hard copy files will be retained at Infinity Supports WA main office in a lockable and safe filing cabinet. Soft copy files will be kept at Infinity Supports WA main office on the Directors computer under a lockable and password protected document. Management and the Director will be the only persons who are able to access these documents. The person filing the complaint or feedback will be provided with a copy upon submission for their personal reference.

Acknowledgement of a Complaint or Feedback Form

Infinity Supports WA workers or Management will acknowledge any named complaints or feedback forms submitted by liaising with the person/s providing the form. Acceptance of the claim will be conducted within 1 working day as a preference; however, this can be conducted within 2 working days if the non-conformity or issue is seen as minor. This is done in order to establish a therapeutic relationship of confidence and cooperation with the individual filing the form.

Infinity Supports WA will provide the individual with an opportunity of anonymity. This is conducted if the individual has not nominated a preference when filing the form to Infinity Supports WA. Should the individual wish to remain anonymous, this suggests they may not be willing or expected to communicate, and therefore the issue should be resolved within Infinity Supports WA accordingly.

Should the individual remain named, the worker or Manager of Infinity Supports WA will employ direct communication in the individuals preferred method in order to establish a favourable outcome. Infinity Supports WA will hold realistic expectations and if required, present the case or issue to other organisations where it has been identified as being more effective to deal with.

Infinity Supports WA will provide the individual filing the complaint or feedback form with an appropriate time frame and the resolution plan. Acceptance and acknowledgement need to be given from the individual to ensure they approve of the plans for improvement or resolution.

Resolving Complaints or Feedback Forms

When settling a complaint or grievance, Management will continuously involve the individual filing the form, by keeping the individual informed of the complaint's development which gives the possibility for the individual to address any gaps found in the information supplied.

Infinity Supports WA provides the opportunity for the individual to request further information upon request as Infinity Supports WA recognises the importance of including the individual in order to promote trust and transparency.

Infinity Supports WA should document the outcomes of the resolution method and aim to improve their practices to avoid similar complaints or negative feedback.

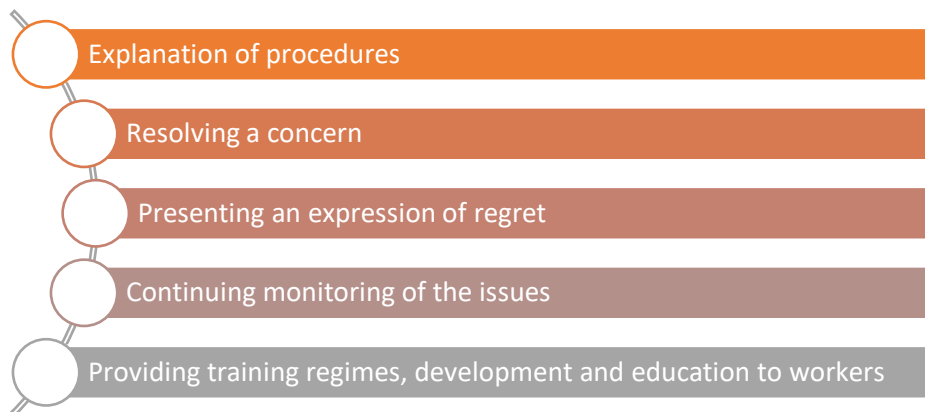
Should a Corrective Action Request be required, Management of Infinity Supports WA will complete, monitor and review accordingly. Upon notification of a complaint from the NDIS Commission, it is immediately forwarded to Infinity Supports WA CEO/Director and nominated Management Personnel for action; this requires a Corrective Action Request Form to be completed immediately with appropriate monitoring and reviews.

Communication of Resolution from Complaints or Feedback Forms

Infinity Supports WA Management will tend to all complaints, grievances and feedback forms as quickly and efficiently as possible. Issues or non-conformities will be resolved within 28 days from receiving the form. Should a complaint or grievance be unresolvable within 28 days, the complainant will be provided with a notification of the process completed so far; including the plan for the near future. The notification will also provide the expected date for a full response. The notification of the update will be provided verbally and then validated in writing.

Should the issue or non-conformity be resolved, Infinity Supports WA Management will verbally discuss the outcome with the individual filing the complaint. Following the discussion, Management will deliver the outcome in a written format allowing them the opportunity to make further contact should they require. Should the individual be happy with the outcome, Infinity Supports WA will request feedback on the complaint handling process to ensure, all appropriate measures were taken.

Assistance will be given to support complainants' knowledge of correspondence concerning complaints and grievances where required, for example, interpreters, referral to advocates opportunities for measures responding to a complaint include but are not limited to:



Infinity Supports WA Registry of Complaints and Grievances will be used by the Director to register each complaint, track the progress and results of the inquiry and how the findings were conveyed to the participants.

Reviewing Feedback and Complaints

To ensure Infinity Supports WA effectively responds to feedback and complaints, Infinity Supports WA workers and Management will regularly review and act upon the complaints and feedback given to improve their practices when delivering quality services of care.

Infinity Supports WA and its workers understand the importance of recognising the specific issues identified through complaints and feedback, as well as implementing the certain measures and strategies to improve the practices of Infinity Supports WA

When reviewing complaints and feedback, it is important for workers and Management to consider the probable causes of the issue, and how to minimise or eliminate these causes. Infinity Supports WA will also ensure to consider the development of improvement as a result of taking action, and the progress the implementation of new strategies. All improvements should be documented in Infinity Supports WA Quality Improvement Register.

Dispute Resolution Contacts and Extended Cases

If an individual continues to be unhappy with the result of their complaint or grievance, they will be given the details of other organisations they can use to support them to achieve a solution.

In the Complaints and Grievances Register escalated complaints will be tracked in the same manner as other complaints, and the same communication processes will be applied as set out above. The Director will communicate with the complainant.

Complaints to the NDIA can be lodged:

- By phone on 1800 800 110
- By email to feedback@ndis.gov.au

Complaints can be made through the NDIS Commission

- Complaints made to the NDIS Quality and Safeguards Commission can be made via:
 - Telephone: 1800 035 419
 - Online: www.ndiscomission.gov.au

Complaints to the Ombudsman can be lodged:

- Western Australia
 - By phone on 08 9220 7555 or free from landlines on 1800 117 000
 - Online at <https://www.ombudsman.wa.gov.au/>

Complaints to the Commission for Children and Young People can be lodged:

- Western Australia
 - By phone on 08 6213 2297
 - Online at <https://www.cyp.wa.gov.au/contact/>

Complaints to the Office of the Commissioner for Privacy and Data Protection can be lodged:

- Western Australia
 - By phone on **1300 650 579**
 - Online at <https://www.legalaid.wa.gov.au/about-us/contact-us>

Supporting Documents

- Complaints and Grievances Register. RO12
- Privacy and Confidentiality Policy and Procedure. 1.6
- Information and Record Keeping Policy and Procedure. 1.3
- Welcome Pack CF16
- Continuous Improvement Plan RO1

2.12 Participant Incident Management Policy and Procedure

Policy and Procedure

This policy and procedure is specific to the management of participant incidents. It aims to formulate a holistic and structured method when approaching and managing incidents. It creates efficiency and to ensure Infinity Supports WA and workers comply with appropriate laws, regulations and standards. This policy relates to all participants inclusive of disabled individuals and If Infinity Supports WA does not meet the NDIS legislation and regulations, the commissioner may take action towards Infinity Supports WA.

This extends to all workers and participants and meets relevant laws and regulations and standards.

Definitions

Abuse (specific for this policy and procedure)	<p>The improper treatment of an individual.</p> <p>Can include but is not limited to</p> <ul style="list-style-type: none"> ➤ Sexual abuse ➤ Child abuse ➤ Bullying ➤ Physical abuse ➤ Emotional abuse ➤ Domestic violence
Procedural Fairness	Is the idea of fairness in the processes that resolve disputes and allocate resources.
Harm (in the context of child protection legislation)	<p>Physical injury or psychological injury, especially that which is deliberately inflicted, including but not limited to harm caused by:</p> <ul style="list-style-type: none"> ➤ Mental abuse ➤ Physical abuse ➤ Emotional abuse ➤ Sexual abuse ➤ Neglect
Mandated Notifiers	<p>They are required by law to notify the Department for Child Protection if they suspect on reasonable grounds that a child or young person is, or maybe, at risk of harm. This obligation arises when a mandated notifier forms this suspicion in the course of their employment (whether paid or voluntary).</p> <p>They include but are not limited to:</p> <ul style="list-style-type: none"> ➤ Registered nurses ➤ Doctors ➤ Police ➤ Teachers
Neglect/ Negligence	Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse
Mandatory reporting	People who have regular contact with vulnerable people and are therefore legally required to ensure a report is made when abuse is observed or

	suspected.
Offender/Perpetrator	A person who carries out a harmful, illegal, or immoral act.
Incident (in the context of this policy)	An event that occurs that causes harm or could have caused harm towards a participant or a worker of supports/services.
Reportable Incident	Incidents or alleged incidents that involve participants with a disability's: <ul style="list-style-type: none"> ➤ Abuse or neglect ➤ Sexual misconduct ➤ Death ➤ Serious injury

Policy

This policy and procedure should be used in conjunction with the Feedback, Compliments and Complaints. Doing this provides Infinity Supports WA with the ability to be aware of any issues that could potentially cause harm to participants. Infinity Supports WA ensures that all workers are ethical and guarantee a safe and secure environment for participants. If an incident has occurred, Infinity Supports WA will provide the participant with any support necessary. Infinity Supports WA will ensure they appreciate and utilise the role of families and communities' perceptions regarding this policy and procedure. Children/youth will be prioritised, and Infinity Supports WA guarantees their safety.



Incident management system:

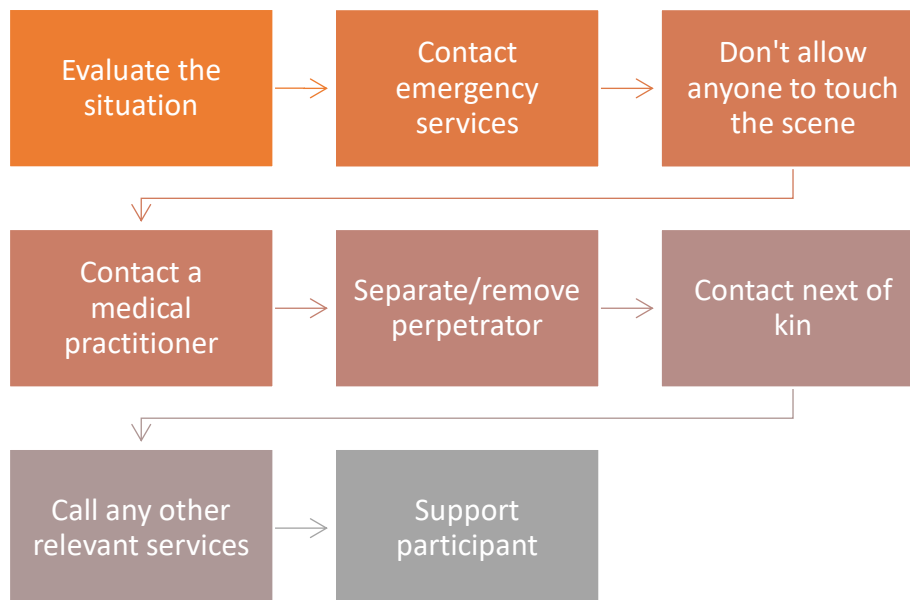
Procedure

In compliance with the Human Resource Policy and Procedure, all Infinity Supports WA workers will partake in specialised training, surrounding incident management procedures that have been developed and implemented by Infinity Supports WA. Infinity Supports WA workers will have an annual performance review; this will involve a discussion with the Director about their work, performance, work ethic and how they have been in general. An area that will also be discussed is ensuring workers are using best practices and are continuously improving, always aiming to provide a safe environment for participants and complying with this policy and procedure.

Infinity Supports WA will ensure to address this policy and procedure in conjunction with the Continuous Improvement Policy and Procedure at every management meeting, to ensure the safety of participants. Infinity Supports WA must ensure that all participants, family members and other stakeholders understand this policy and procedure. This can be done through various avenues such as the participant charter or handbook. When providing stakeholders with this information, ensure they can understand it.

Incident Identification and Response

Process:



More information on process

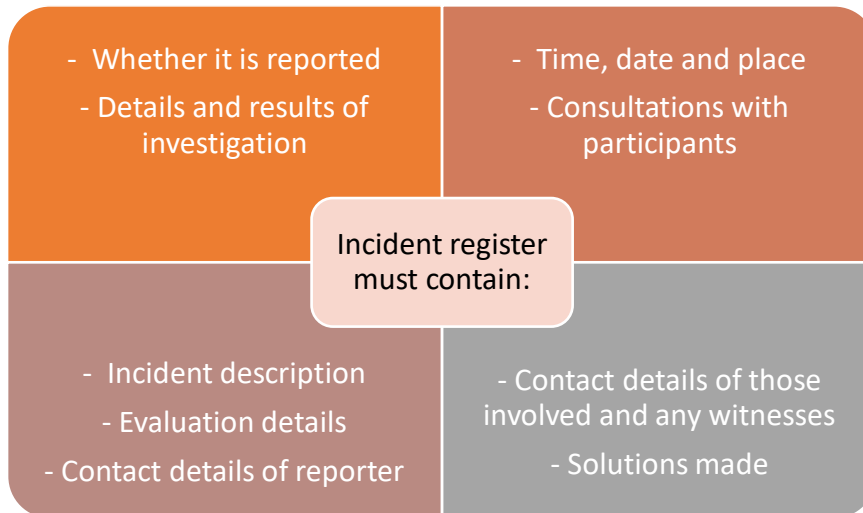
- Evaluate the situation:
 - Ensure participant is safe.
- Contact emergency services:
 - If medical services are required call 000 and request an ambulance.
 - If force or legal action is needed call 000 and request the police.
 - If there is a fire call 000 and request the firefighters.
- Do not allow anyone to touch the scene:
 - Sexual incidents require the individual not to shower until evidence has been collected.
- Contact a medical practitioner:

- If emergency services are not required, but medical attention is, contact the participants GP or other health practitioner, e.g. a psychologist or physiotherapist.
- Separate/remove perpetrator:
 - The individual inflicting harm should be removed.
- Contact next of kin:
 - If the participant is under 18.
 - If over 18 but in need of an advocate.
 - If a participant has a legal guardian.
 - Inform them of the incident.
 - If next of kin is the abuser, correct measures must be taken with police.
- Call any other relevant services:
 - Victim support (counselling, legal aid etc.)
- Support participant:
 - Ongoing and appropriate support.



Documentation and Accurate Reporting

It is crucial for any worker of Infinity Supports WA who observes an incident must report and document it as quickly as possible, passing it off to the Director. The Director is legally responsible for ensuring the incident is reported to police if necessary. The incident will be documented in Infinity Supports WA Incident Register.

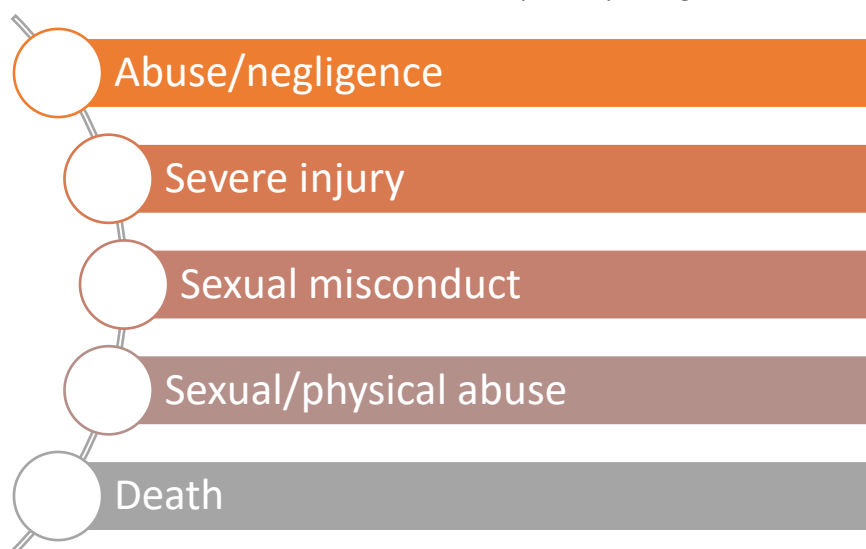


Privacy and Confidentiality

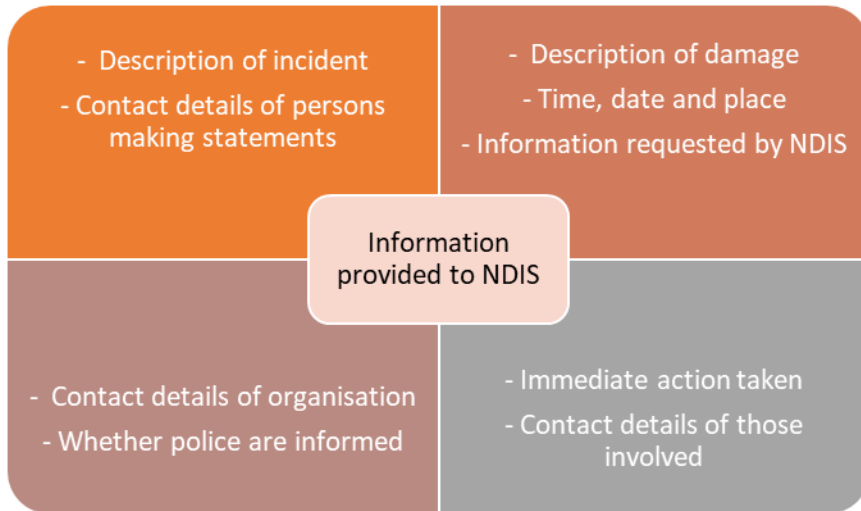
Infinity Supports WA is required to record incident data in an Incident Register. This data is guaranteed to be safely maintained and kept for at least seven years in compliance with the Records and Information Management Policy and Procedure. All data collected must follow Infinity Supports WA Privacy and Confidentiality Policy and Procedure. All data is confidential, and only necessary information is revealed when required by law, or if there is no threat to an individual.

Incidents: What Should Be Reported

It is the responsibility of Infinity Supports WA CEO/Director to ensure that incidents are reported to the NDIS Commissioner. Some incidents require reporting within 24 hours; they include:



More information can be found online at reportableincidents@ndiscommission.gov.au.



The time, date and place of incident, contact details of all those involved and extra information requested by the NDIS, if not applicable within 24 hours, they can be supplied to the NDIS Commissioner within 5 business days by using the Reportable Incident-5 Day Notification Form.

Some incidents require information not be reported to the NDIS Commissioner because of possible danger for an individual with a disability. This information includes:



Investigating Instances options



When conducting incident investigations, it is beneficial for the investigation when all those involved partake in the process; this includes providing them with any support or assistance needed to contribute. The investigation should prioritise the participant with a disability, to ensure any wrongs are rectified, and their needs met. Investigation manager should be notifying and updating participant and their supporters with news about the investigation progress. Investigations should be completed in a maximum of 28 days.

For both NDIS Commissioner directed investigations and independently reported investigations, the Director is then required to assign a worker or independent party to manage the investigation. This individual must then determine an action to investigate the incident within 72 hours of the incident being reported; they may request assistants from fellow workers. Director must ensure that Infinity Supports WA is managing incidents using procedural fairness, giving all information and any support needed to those involved. When managing a participant incident, the focus should only be on the direct incident.

Should the situation occur where an investigation report is required to be filled out, it must be completed by a Manager of Infinity Supports WA, specifically, the Manager who is responsible for the management of the incident. It must be provided and submitted to the NDIS Commission directly. (reportableincidents@ndiscommission.gov.au), maximum of 60 days after the initial report.

Infinity Supports WA is required to notify the participant of any investigation progress within the first 7 days since it was reported, initially verbally and then documented in writing. Any discussion had between Infinity Supports WA and the affected participant must be documented in writing.

Prior to the completion of an incident investigation, a review must be conducted, this benefits Infinity Supports WA by providing them with information on trends and information analysis to improve Infinity Supports WA's , services and protecting the safety and wellbeing of all. The Incident Register will continue to be reviewed in management meetings. These reviews will take into consideration any feedback provided by workers or participants, to improve Infinity Supports WA for future situations. Discussion surrounding the management and outcome of the incident will be had, including the investigation method and documents recorded relating to the incident.

Investigation reports should include the following:

- 
- Details of findings made
 - Copies of all reports and assessments
 - Name and position of individual conducting investigation
 - When the investigation was done
 - What information has been provided to the person affected
 - Details of action taken after the investigation

How to Report to the NDIS Commission

STEP 1. Notify the NDIS Commission

- Submit an Immediate Notification Form via the [NDIS Commission Portal](#) **within 24 hours** of key personnel becoming aware of a reportable incident or allegation.
- The Immediate Notification Form includes a number of sections and questions, concerning details of the reportable incident, actions taken in response to the incident and the individuals involved in the incident.
- An exception to this rule is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the provider must notify the NDIS Commission within five business days of being made aware of the incident. If however, the incident has resulted in harm to a person with disability, it must be reported within 24 hours.
- To notify the NDIS Commission of an incident the authorised 'Notifier' or 'Approver' needs to login to the NDIS Commission Portal and select 'My Reportable Incidents' tile at the top of the screen. From here, you will be able to complete an Immediate Notification Form.
- The NDIS Commission suggests the '**Authorised Reportable Incidents Approver**' is the person you want to have the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission. The authorised 'Approver' will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.
- The NDIS Commission suggests the '**Authorised Reportable Incidents Notifier**' is a supporting team member who can assist the 'Authorised Reportable Incidents Approver' to collate and report the required information. The authorised 'Notifier' will have the ability to create new Reportable Incident notifications to be saved as a draft for review and submission by the authorised 'Approver'. The authorised 'Notifier' will need to inform the authorised 'Approver' that the Incident is awaiting their review and submission. The 'Notifier' can also view past Reportable Incidents they have created through the page.

STEP 2: Submit a 5 Day Form

- The 5 Day form must be submitted via the 'My Reportable Incidents' portal **within five business days** of key personnel becoming aware of a reportable Incident. This provides additional information and actions taken by the NDIS registered provider.
- The five-day form is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in immediate harm of a person with disability.

STEP 3. Submit a final report, if required

- You may be required to provide a **final report**. When this is the case, the NDIS Commission will notify you via email and tell you the date this is due.
- If you are required to submit a final report, you will have access to the final report fields on the NDIS Commission Portal for that incident.

There are key considerations for registered NDIS providers. In all cases, providers must assess:

- The impact on the NDIS participant.
- Whether the incident could have been prevented.
- How the incident was managed and resolved.
- What, if any, changes will prevent further similar events occurring.
- Whether other persons or bodies need to be notified.

Where appropriate, the NDIS Commission may require a provider to take remedial measures. The NDIS Commission may work with the provider to implement these measures, and monitor progress. Remedial measures may include, but are not limited to, additional staff training and development or improved services to support NDIS participants and updating policies and procedures.

What to do if you cannot report with the NDIS Commission Portal

On occasion providers may experience difficulty accessing, using or submitting via the NDIS Commission portal 'My Reportable Incidents' page. This may occur when:

- The registered NDIS provider does not have access to PRODA
- The registered NDIS provider does not have access to the NDIS Commission Portal
- There is a technical IT issue the user cannot resolve with the quick reference guides or with the available support and it is outside of business hours
- The NDIS commission portal is unavailable due to system updates and maintenance
- In these circumstances, providers must take all reasonable steps to resolve the issues within the required timeframe by calling the NDIS Commission for support.

Outside of business hours and if all reasonable steps have been taken, a provider should advise the NDIS Commission of these issues as soon as possible via email

to reportableincidents@ndiscommission.gov.au with an email that includes:

- The steps taken to complete the authorised notification form and the presenting issue
- The name of the impacted person
- Describe the immediate response and step taken to ensure the impacted person was safe
- Brief description of the reportable incident
- Whether other authorities, such as the police, were notified

You will receive an automated response from the NDIS Commission acknowledging receipt. As soon as practical, you will need to progress completion of the 24-hour form. If you continue having difficulties, please refer to the NDIS Commission website for detailed guidance or contact the Commission on 1800 035 544.

If the NDIS Commission portal or "My Reportable Incidents" page is unavailable for a period, the NDIS Commission Reportable Incidents team may:

- Provide an authorised form and request the information is submitted via the reportableincidents@ndiscommission.gov.au address; or
- Take the 24-hour notification or further information over the phone.

Help, Assistance and Support

Infinity Supports WA is required to provide ongoing support for those affected by an incident (where the company/workers are at fault).

Arrangements to ensure their support include but are not limited to:

- Counselling.
- Safe place for individuals.
- Monitoring of affected individuals.

In some cases, management may decide to complete a Quality of Support review, this will address areas such as treatment of affected participants and their families, necessary adjustments, ongoing risk management, and best form of support to seek justice for the affected individuals and/or their families. Furthermore, participants may complain about Infinity Supports WA investigation outcomes or facilities, following the Feedback, Compliments and Complaints Policy and Procedure.

Abuse

Unfortunately, participants may come across a form of abuse, ranging from sexual abuse to verbal abuse. Infinity Supports WA workers must aim to be vigilant, to become aware of any possible abuse of participants. Markers of potential abuse can be as obvious as a participant or worker reporting abuse they have experienced or absorbed. More subtle things to be aware of include, noticing unexplained injuries or stress, behaviour changes or complains of physical symptoms.

Ongoing Reporting/Documenting

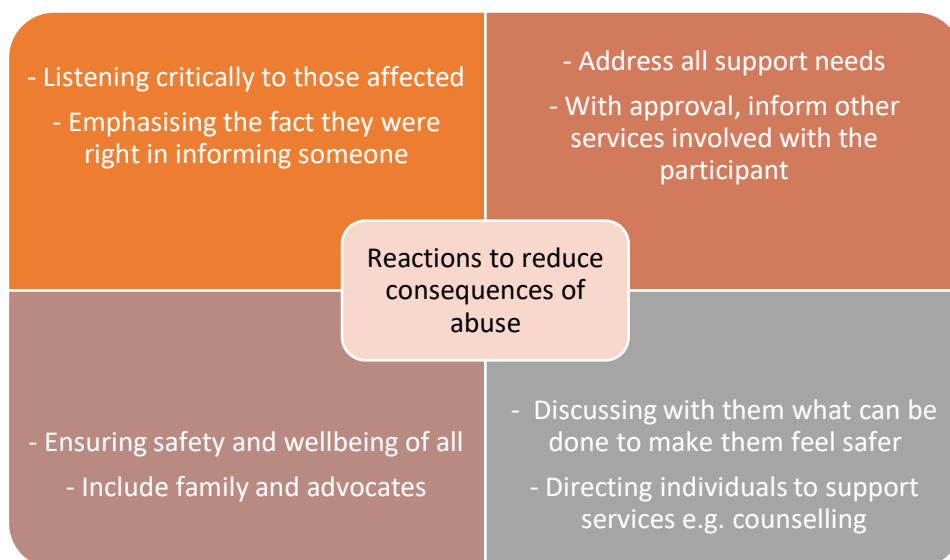
If an incident has already been reported and new information arises, this should be communicated to the NDIS commissioner immediately by the CEO/Director of Infinity Supports WA.

What the NDIS Commissioner may do with incident reporting:

Investigate incident	Insist an internal investigation	Refer to another service e.g. child protection
Insist Lotus Healthcare Services take remedial action	Request an expert is hired to investigate (at own cost)	Any other appropriate/necessary action

Responding to Allegations of Abuse

Infinity Supports WA must ensure that any reporting of abuse is considered crucial and is reviewed



immediately by management.

Regarding incidents surrounding individuals from culturally diverse backgrounds, Infinity Supports WA

should encourage the use of an interpreter to ensure clear understanding between all those involved. Moreover, if the participant belongs to a minority, further communication may need to be made with organisations for assistance. Some individuals are hesitant to speak with an interpreter as they do not want their community to hear what has been said. In this case, it is always necessary to please the participant with gender and location of the interpreter; the participant may remain anonymous to the interpreter.

Police Department Dealings

Regarding reporting to the police, Infinity Supports WA should aim only to have the participant interviewed by the police to provide the details of the incident. Infinity Supports WA workers are required to ensure any allegations are reported to the police immediately. Workers should clarify with the police if the perpetrator should be informed.

During the investigation, Infinity Supports WA workers may need to assist police, especially aiding with communication between the police and the victim.

Liaising with External Organisations

To ensure Infinity Supports WA is providing satisfactory support to participants, workers may contact outsourced support facilities including but not limited to:

- Counselling
- Legal services
- Crises care

Sexual abuse can be reported to the following:

- 1800RESPECT is the national sexual assault, domestic and family violence counselling service. Call on 1800 737 732
- Western Australia
 - Sexual Assault Resource Centre online at www.kemh.health.wa.gov.au/Our-services/Statewide-Services/SARC
 - Call Sexual Assault Resource Centre crisis line on 08 6458 1828

References

- NDIS Incident Management and Reportable Incidents Rules 2018

Supporting Documents

Relevant documents relating to this policy and procedure:

- Incident Report CF15
- Incident Register R06
- Incident Response Plan CF013

2.13 Missing Participant Policy and Procedure

Policy and Procedure

The Missing Participant Policy and Procedure is implemented throughout Infinity Supports WA to ensure the correct protocols are taken if a participant was deemed missing, or in suspicion of absence. This extends to all employees and meets relevant laws and regulations and standards.

Policy

Infinity Supports WA is committed to providing 24/7 care and services for participants. The Missing Participant Policy and Procedure outline the actions that are required to take if a participant is missing. It is the responsibility of Infinity Supports WA to effectively respond and maintain assistance and support to all personnel, to ensure their health and safety is accounted for.

Worker Responsibilities –

- Immediately report and notify key personnel if it is noticed or suspected they are missing.
- To maintain a watchful eye and continuously monitor participants.
- Report to Director.

Management Responsibilities –

- To ensure the safety of all personnel.
- To contact participants related personnel in the event a participant is missing.
- Report to emergency services.
-

Procedure

The Missing Participant Procedure is utilised throughout Infinity Supports WA, to ensure the safety of all participants. It is the responsibility of Infinity Supports WA personnel to monitor all whereabouts of the participant. In the exceptional circumstances, a participant is in suspicion or is deemed missing. Immediate action will take place, and related personnel to that individual will be made aware of the situation.

Principles of Missing Participants

It is the responsibility of Infinity Supports WA and Infinity Supports WA personnel to provide 24/7 care to their required participants. It is extremely crucial that all key personnel and personnel of Infinity Supports WA, are aware and have developed the understanding of their participant's behaviour patterns and should determine if they require extra monitoring. Personnel must not perform and deliver nursing or medical assistance if they are not professionally trained in the area. The 24/7 care workers must clearly communicate to participants the actions and measurements that will be utilised to meet Infinity Supports WA duty of care concerning participants.

All care workers responsible for caring for a participant are to act upon any incidents promptly; however, they must ensure the initial safety of themselves.

Personnel are to ensure frequent communication to the Director and especially make them notified if an emergency were to occur. The CEO/ Director may endeavour skilled external organisations and interact with experts/consultants or experts in the place a participant is suspected missing.

Missing Participant

In the event a participant is deemed missing, it is essential that Infinity Supports WA personnel follow the below specifications. However, it is not limited to:

- Communicate to the participants mobile phone frequently (if they possess one).
- Enquire with all persons who were in contact or seen the participant that current day. Also, ask the surrounding neighbours if they have seen the missing participant.
- Conduct a thorough and careful search of the home and surrounding areas.
- Ensure to contact both Director, or emergency services to report the situation.
- If the CEO/Director informs the workers to contact emergency services. If for any reason, the workers are unable to contact the Director, then it is the responsibility that they contact emergency services immediately. They must follow all instructions given to them by police or the Director.
- If a participant is found, all personnel must be made aware of the positive outcome. Family members should also be immediately informed.
- It is essential that all events are recorded and documented, via the incident form and then placed in the participant's personal file.
- The incident must be investigated thoroughly to ensure the elimination of potential future occurrences.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Incident Report Form. CF015
- Staff Incident Register. R09
- Incident Response Plan CF013

2.14 The Death of a Participant Policy and Procedure

Policy and Procedure

The Death of a Participant Policy and Procedure is implemented throughout Infinity Supports WA to ensure the correct protocols are executed if a participant's death is deemed suspicious or has been announced deceased.

Suspicious death of a participant is the unexpected passing of an individual, in which the circumstances are medically or legally unexplained.

The Death of a Participant Policy and Procedure outlines the precise measurements that are required to be acted upon by Infinity Supports WA, in the event that an individual's life has passed.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Death	The action or fact of dying or being killed, the end of the life of a person or organism.
Suspicious	Having or showing a cautious distrust of someone or something.
Respect	A feeling of deep admiration for someone or something elicited by their abilities, qualities, or achievements.
Compassion	Sympathetic pity and concern for the sufferings or misfortunes of others.
Dignity	The state or quality of being worthy of honour or respect.

Policy

The Death of a Participant Policy must be adhered to by all personnel within Infinity Supports WA. It specifies the correct and appropriate protocols that must be implemented if an individual's death is considered questionable and/or confirmed.

It is the expectation and responsibility of all personnel to regard the death of a participant in a manner that reflects respect, sensitivity, dignity, and compassion.

There is a well-timed and systematic retort regarding the saddened event, which entails advising the suitable individuals, businesses or services related to a deceased individual. Infinity Supports WA will ensure that the necessary legal requirements are met.

Infinity Supports WA is committed to providing on-going support to the families of the participant.

Worker Responsibilities –

- To immediately report to key personnel if an individual is unresponsive.
- To treat all incidents with sensitivity, respect, compassion, and dignity.
- Immediately contact emergency services.

Management Responsibilities –

- To contact all related personnel and organisations of the participant.
- Ensure all legal requirements are met.
- Encourage personnel to seek counselling if needed.
- Allow time off to those who were involved with delivering care and services to the deceased.
- Enter record of the death and any transfer into progress notes.

Procedure

The Death of a Participant's Procedure entails the appropriate and correct protocols that are expected to be actioned if a participant has passed.

Assessment of Participant's Death

If care personnel or any other personnel within Infinity Supports WA believe that the death of a participant arises, then it is their duty of care and responsibility to call emergency services on 000 immediately. They must also communicate with the Director and remain monitoring the participant.

It is important to ensure that if the participant has no pulse, then personnel must not perform any CPR. In the event that the participant's end of life wishes and/or Do Not Resuscitate Order (DNR) is unknown by Infinity Supports WA, then workers may commence CPR if made competent by Infinity Supports WA

The personnel providing care and services to a participant must frequently be checking their vital signs. Only a professional registered practitioner or a Registered Nurse are authorised to determine the outcome of their life.

The various vital signs that should be monitored are:

- Body temperature.
- Pulse rate.
- Respiratory rate (rate of breathing).
- Blood pressure.
- Eye and body movement (PEARL).
- Responsive.
- GCS Score (should be 15).

If a Health Care professional is not present, they must be contacted immediately. They will be asked to attend the scene to confirm the death of the participant and must record and document the condition of the death. Once the Health Care professional has reviewed the patient, then it is their responsibility to issue a certificate of death.

Suspicious Death/ A Coroner's Case

A Coroner is defined as authorised personnel who possesses inquests into violent, sudden, or suspicious deaths. A coroner's case will be present if an individual's death is deemed suspicious or unexpected.

In the event a suspicious death of a participant occurs, it must be immediately reported to the coroner or police if:

- The death was sudden, and the cause is unknown.
- It is unnatural or violent.
- The person has not been assessed by a doctor within 6 months prior.
- They were not terminally ill.
- It was not the moderately anticipated end result of a health-related process.

Death of a Participant will be assessed and analysed if:

- The individual was in police custody and had the intention of escaping.
- If the individual was a child, whose death was negligent.
- The deceased had a disability and received funding services and care through the government.

If a Coroner's Case arises, then the Director must be aware. Moreover, the participants next of kin have been contacted and have been informed of the situation. Infinity Supports WA will ensure to display their condolences to the family and offer them support.

It is significantly important that no personnel of any kind are to move, touch or alter the participant's body in any way; personnel are not to wash the participant's body. All medical equipment must be left in their body. This may include things such as a catheter, feeding tubes and airway tubes. The body must be left in the position and location where the individual passed.

Once police officers arrive on the scene, they will source statements from all related personnel and Infinity Supports WA personnel. It is important that the police also collect statements from the people that were working in the individual's sector at the time of their death. Once all necessary evidence and reports have been submitted to the police, they will then communicate with the Director about when the body can be relocated.

2.15 Suicide and Self Harm Policy and Procedure

Policy and Procedure

The Suicide and Self-Harm Policy and Procedure outline the important guidelines and protocols Infinity Supports WA must follow in the event a participant is disclosing and/or implying potential suicide and/or self-harm.

Infinity Supports WA will enforce training and awareness to all Health Care Workers, volunteers and advocates, to ensure they retain the correct knowledge concerning suicide and self-harm prevention. This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Suicide	The act of taking one's life.
Self-Harm	Deliberate injury to oneself, typically as a manifestation of a psychological or psychiatric disorder.

Policy

The Suicide and Self-Harm Policy is utilised throughout Infinity Supports WA to maintain and ensure the safety of all personnel and participants.

This policy indicates and offers adequate knowledge of the methods that must be utilised when responding to participants surveillance, accusation and disclosing of potential suicide and/or self-harm.

It is important to acknowledge that Infinity Supports WA does not possess the authorisation for counselling and offered strategies, to advise participants of their situation. However, Infinity Supports WA is committed to providing ongoing support to those who are suffering.

The initial safety of all personnel who are responding to potential suicide and self-harm of a participant is vital.

Worker Responsibilities –

- Report any potential signs or concerns if they think a participant may be suicidal or going to self-harm themselves.
- Seek external support and services if experience the passing of a participant.
- Apply taught training and skills.

Management Responsibilities –

- Utilise and document all correct forms.
- To inform personnel of the unfortunate event.
- Provide adequate training and knowledge in relation to self-harm and suicide prevention.

Procedure

The Suicide and Self-Harm Procedure implies the correct and paramount protocols when responding and dealing with a participant who has potentially caused self-harm and/or suicide. It is critical that Support Workers are thoroughly trained, and obtain all information necessary when a participant has disclosed or implied potential danger to themselves.

Evaluation and responses to suicide and self-harm threat are undertaken by Infinity Supports WA skilled and qualified personnel, utilising primarily proved evaluation practices.

Workers of Infinity Supports WA will be trained and competent when responding to warning signs of potential suicide and self-harm. However, it is not limited to:

- The increased utilisation of drug or alcohol
- Hopelessness
- Depression
- Impaired behaviour and judgement
- Social withdrawal from family and friends

Workers of Infinity Supports WA will be trained and competent when responding to risk factors of potential suicide and self-harm. However, it is not limited to:

- Existing mental health issues and problems
- Substance and/or alcohol abuse
- Prior attempt of suicide and/or self-harm
- Gender
- Financial stresses
- Family disputes
- Geographical or social isolation
- Evidence of Post-Traumatic Stress Disorder

Assessment of Suicide and Self-Harm

It is the responsibility of the Director to utilise the appropriate forms and documents when reporting an individual who is at risk of self-harm or suicide. They can utilise the Individual Risk Assessment Form. It is essential that when completing any suicide or self-harm assessment, that it is treated with dignity and respect.

If a participant is found to suffer from triggers of suicide or self-harm, it is crucial that they are regularly monitored. This is to ensure that the health, mental and physical well-being of the participant is at a stable place.

There are different levels of risk rating, relating to self-harm and suicide. The following specifies the ratings that will be assessed when examining a participant with potential danger:

- Non- Existent
- Low/Mild
- Moderate
- High/ Severe
- Very High/ Extreme

Non-Existent

A non-existent risk will be conducted if there is no visible or identifiable plans or intent of self-harm.

In the unfortunate event that suicide or self-harm has occurred, it is the responsibility of Infinity Supports WA to create a future action plan. This is to ensure that all future potential occurrences are eliminated and prevented. All plans and information regarding suicide and self-harm must be documented.

Privacy and Confidentiality

It is the responsibility of Infinity Supports WA and their duty of care, to prevent all attempts of suicide and self-harm of a participant. In the sense of mental health issues encompassing suicide and self-harm, due to these situations being harmful, privacy and confidentiality agreements will not be adhered to, due to dangers of harming ones-self or committing suicide.

Staff Actions

Once a participant has taken their own life, it is the respectable manner that all Infinity Supports WA personnel are made aware. This is to inform of the participant's service that some personnel may want to attend if they had a personal connection with the individual. It is encouraged that staff are to seek external programs to assist them in the support they require.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Individual Risk Assessment Form CF007
- Risk Management Policy and Procedure 1.7
- Privacy and Confidentiality Policy and Procedure 1.6

2.16 Falls Prevention Policy and Procedure

Policy and Procedure

Infinity Supports WA implements the Falls Prevention Policy and Procedure to ensure that all potential risks of falls, trips and/or hazardous surroundings are recognised and eliminated in a timely manner. Infinity Supports WA is committed to providing adequate and safe environments for all participants to ensure they receive optimal health and services throughout their experience with Infinity Supports WA

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Prevention	The action of stopping something from happening or arising.
Dexterity	Skill in performing tasks, especially with the hands.
Mobility	The ability to move or be moved freely and easily.
Psychotropic	Relating to or denoting drugs that affect a person's mental state.
Cardiovascular	Relating to the heart and blood vessels.
Analgesic	(of a drug) Acting to relieve pain.
Polypharmacy	Polypharmacy is the concurrent use of multiple medications by a patient.

Policy

The Falls Prevention Policy is utilised throughout Infinity Supports WA to ensure adequate and effective safety measures and precautions are put in place to achieve maximum safety of all participants, as well as to eliminate all potential risks of falls, trips or injuries where possible. It is Infinity Supports WA aim to provide all participants with ideal care and mobility throughout their experience.

Infinity Supports WA understands the importance of utilising the Falls Prevention Policy and aims to apply the most appropriate and effective measures to control and eliminate any risk of trips and falls that have the ability to cause harm or injury.

Worker Responsibilities –

- To recognise, report and manage any falls that may occur.
- To enforce appropriate interventions and techniques to assist participants where required.
- To ensure all surroundings are free from any hazardous objects that could encourage a person to fall.

Management Responsibilities –

- To complete a falls risk assessment for each participant on a regular basis or when deemed appropriate.
- To ensure all surroundings are free from any hazardous objects that could cause a person to fall.
- To ensure all workers are taking the necessary measures and precautions to prevent and eliminate any hazards that could encourage a participant to fall or trip.
- Provide education or training to workers regarding the management and intervention of falls or injuries.

Procedure

The Falls Prevention Procedure is implemented within Infinity Supports WA to ensure all participants are receiving optimal health and care throughout their experience. This procedure specifies the importance of recognising and eliminating all risks and hazards that may lead to a participant experiencing injury or harm due to a fall or trip. Infinity Supports WA aims to ensure that all surroundings will be free from any falling/tripping hazards. Frequent assessments and examinations will be conducted to identify any new-found hazards or risks that could lead to potential harm or injury.

All personnel within Infinity Supports WA will be expected and required to assist in the supervision and management of fall risks and potential hazard.

It is essential that all participants are prevented and protected from encountering or experiencing any risks of falls that may arise due to a hazard. The following outlines the principles of the Falls Prevention Procedure; however, it is not limited to:

- All participants will be assessed for fall risks and potential hazards, and all information obtained from the assessment will be recorded and stored in the participant's personal file.
- Participants behaviour will be reviewed and monitored, to determine the likelihood of each participant's behaviour initiating a fall or trip.
- Each participant will be communicated to and is expected to engage in the decisions made in relation to managing falls and potential hazards. All information that is required to explain how to prevent falls thoroughly will be offered to participants.
- A physiotherapist may complete the falls risk assessments. This is done to examine the mobility of participants who are more likely to experience a fall or trip. This is to review and create an action plan in accordance with a participant's ability to avoid any falls or trips.

Infinity Supports WA will maintain supplementary risk assessments if there has been an adjustment to a participant's health condition. This may occur when a participant has fallen, and as a result, the injury has impacted on their health or has caused a change to their pre-existing condition. In addition to this, reviews will be conducted in accordance with advice provided from an external health professional such as a GP or specialist. Post fall, reviews will be conducted annually, especially if there have been no changes to the participant's condition.

Infinity Supports WA aims to ensure certain measures and strategies are implemented to improve the minimization of potential risks of falls/trips. By implementing strategies to the following areas, Infinity Supports WA will significantly improve the safety of all participants:

- Walking and Mobility.
- Footwear and Care.
- Surrounding and Environmental Risks.
- Medication.
- Vision and Eyesight.
- Restraint.

Useful Interventions

Various methods and strategies can be utilised to aid in the prevention of participants experiencing falls and trips. The following outlines the specifications that should be monitored in relation to participants; however, it is not limited to:

- Encouraging participants to drink 1.5 litres of fluids a day.
- Ensuring appropriate footwear is worn for the current surroundings. Examples may be shoes that contain a grip sole, no slippers or open-toed shoes.
- Utilisation of handrails in a participant's home to improve the mobility of a participant.
- Ensure any spillages or mopped floors are made aware to all personnel and participants,
- Remove all objects that are located in a place that proposes a potential risk or hazard, including objects that obstruct a walking path.
- Ensure all participants obtain the necessary equipment to maintain safe mobility. An example of this may be a walking stick, wheelchair and shower chair.

Falls Management

In the event a participant has suffered from a fall there are specific protocols that must be adhered to. The following outlines the strategies for applying care provision; however, it is not limited to:

- Immediately attend to participant and report the incident.
- Apply first aid to the participant and access all potential injuries they may have sustained as a result of the fall or slip.
- If the participant has fallen and is unable to move or get up from the floor, it is essential that no personnel is to lift them or make any attempt to move them. Personnel must then immediately arrange to contact emergency services on 000.
- If a participant is able to stand autonomously, then personnel will support and guide them to a sitting position. It is important that they are not to lift the participant off the floor.
- Ensuring personnel stay with the fallen participant, and frequently assess the vital levels to ensure the participant is conscious and breathing. If the event arises where a participant is unresponsive, personnel are required to contact emergency services on 000 immediately.
- An incident/accident report form is completed and submitted to Infinity Supports WA.
- Infinity Supports WA key personnel or will report to the participant's related personnel, advocate, and family member. During this process, it is essential for key personnel to explain the situation in total honesty to the relevant persons.
- An assessment will be implemented by the Manager and all personnel to investigate why the fall happened. It will create an action plan on how to resolve and avoid reoccurrence in the future.
- Relevant measures and actions will be taken by key personnel to eliminate the hazard or fall risk.
- Relevant measures and actions will be taken by all workers of Infinity Supports WA to eliminate the hazard or fall risk of all persons, including themselves.

Supporting Documents

Relevant documents relating to this Policy and Procedure:

- Home Risk Assessment CF006
- Risk Management Policy and Procedure 1.7
- Participant Incident Form CF015

2.17 Positive Behaviour Support, Restrictive Practices and Support Plans Policy and Procedure

Policy and Procedure

The purpose of this policy and procedure is to ensure all workers of Infinity Supports WA enforce the necessary practices to provide behaviour support services to individuals who may require it. In the context of this policy and procedure, individuals who require behaviour support services will be referred to as participants.

Infinity Supports WA recognises the importance of ensuring participants are supported to a high extent and are not subject to harm or breach of their rights when receiving support. To do this, Infinity Supports WA will enforce certain restrictions or limitations on workers to minimise the likelihood of a participant being exposed to harm or stress.

Infinity Supports WA understands only a registered disability service provider who has successfully passed an audit can utilise restrictive practices. Prior to this, the NDIS Commission must provide their approval for the use of restrictive practices on a participant. Organisations that have not successfully completed the essential requirements must not use restrictive interventions on any person, under any circumstance.

If a participant requires behaviour support plan services Infinity Supports WA will utilise professionally accredited practitioners who are educated and experienced in behaviour support plan services. These professionally accredited people have obtained the necessary skills, knowledge, and training to effectively develop a behaviour support plan suitable to an individual; thus it is essential for Infinity Supports WA to utilise their abilities to assist participants. Below outlines the tertiary qualifications a practitioner may hold:

- Psychology.
- Speech Pathology.
- Social work.
- Special Education.

It is the responsibility of Infinity Supports WA to implement the procedures outlined in the behaviour support plan, to the best of their ability. To ensure all participants are receiving quality care and support, Infinity Supports WA will promote a constructive approach to behaviour support when enforcing the practices associated with behaviour support. This will be done in conjunction with relevant legislative requirements, and in a manner that is consistent with the NDIS Quality and Safeguarding Framework.

The overall intent of this policy and procedure is to ensure all participants receiving quality care from Infinity Supports WA are supported, respected, encouraged and protected to a high-quality standard. Infinity Supports WA and its workers will always strive to ensure all participants have the opportunity to improve their quality of life by accessing and utilising Infinity Supports WA, services.

In addition to this, Infinity Supports WA will utilise this policy and procedure to do the following; however, is not limited to:

- Minimise or obliterate inappropriate behaviour (e.g. violence, swearing, aggressive, etc.)
- Always aim to eliminate hazards that may cause harm or injury to a participant.
- Prevent harmful occurrences within Infinity Supports WA.

- To ensure restrictive practices only used where it is approved and in conjunction with the legislation.

This extends to all relevant personnel and meets relevant laws, regulations and standards.

Definitions

Behaviour Support Plan	A "Behaviour Support Plan" (BSP) is a plan that assists a member in building positive behaviours to replace or reduce a challenging/dangerous behaviour. This plan may include teaching, improved communication, increasing relationships, and using clinical interventions.
Restrictive Intervention Data System (RIDS)	The Restrictive Intervention Data System (RIDS) is an online reporting system that is designed to enable: Reporting from disability service providers regarding the authorisation of regulated restrictive practices for NDIS participants practices.
Restrictive Practices	Restrictive practice means any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with a disability.
Restraint	The action of keeping someone or something under control.
Chemical Restraint	Refers to implementing the use of sedative and antipsychotic medication. Chemical restraints directly refer to the usage of medication, specifically Schedule 8 medications in order to alter or calm a person's demeanour. Chemical restraint is a primary measure in order to control or minimise any extreme or aggressive behaviours. Under the NDIS, the direct definition is as follows: 'Chemical restraint is the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, physical illness or a physical condition'.
Physical Restraint	Refers to the usage of any devices, objects, items that restrict a person's ability to move. However, more specifically, physical restraint refers to another person's bodily force which controls or limits a person's freedom of movement. Some examples of physical restraint are vests restraints, hand mitts, physically holding a person in place etc. As a reference, physical restraint is usually utilised on a person who is violent or aggressive towards workers or themselves. Under the NDIS, the direct definition is as follows: 'Physical restraint is the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered as the exercise of care towards a person.'
Environmental Restraint	Refers to the seclusion of persons or the use of physical mechanisms or objects to limit the area in which a person can range to. It can limit a person's access to activities, experiences, other people, and items. For example, the use of locks and seclusion directly limits a person's movement or outbursts, especially if they are presenting with behavioural concerns. Under the NDIS,

	the direct definition is as follows: ‘Environmental restraint restricts a person’s free access to all parts of their environment, including items or activities.’
Mechanical Restraint	Refers to the use of specific items, devices, or objects to restraint a person. It is similar to physical restraint; however, it ONLY refers to the use of equipment that is specifically designed to limit a person’s movement or assist them in daily life to minimise harm or risk of injury. For example, placing a splint over a person’s arm to limit the movement they can do to minimise an injury or limit any violence. Under the NDIS, the direct definition is as follows: ‘Mechanical restraint is the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour but does not include the use of devices for therapeutic or non-behavioural purposes’.
Seclusion	The removal of a person into an area where they may be alone. This distance is usually from people, activities, objects etc. Under the NDIS, the direct definition is as follows: ‘Seclusion is the sole confinement of a person with a disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted’.

Policy

Infinity Supports WA recognises and understands the importance of providing participants with the opportunity to improve their quality of life and will utilise this policy to ensure this is adhered to. To provide the most effective support system for participants, Infinity Supports WA will operate in a manner that respects the rights and dignity of all participants while adhering to their behavioural support needs.

The positive behaviour support plan utilises an evidence-based approach which allows thorough research and the development of knowledge regarding procedures in behaviour support. This ensures Infinity Supports WA authorised workers implementing the practices outlined in the behaviour support plan are doing so, in a manner that is focused on the participant and their needs or requirements.

In addition to this, the positive behaviour support plan allows workers to recognise and address any inappropriate behaviour that is of relevant concern. By recognising these behaviours, Infinity Supports WA can implement the necessary practices and procedures to minimise or eliminate the behaviours, thus improving their overall quality of life.

The behavioural 4-tier model will be utilised by Infinity Supports WA when providing participants with Positive Behaviour Support Services. This model focus’ on the management and prevention of behaviour and outlines specific ways in which Infinity Supports WA can assist in preventing negative occurrences that may significantly impact the participant or other individuals.

Infinity Supports WA recognises and understands that restrictive practices may only be used under certain circumstances, and will ensure to do so in a lawful, respectful, and compliant way. Workers must always consider the ethical and moral principles when utilising any method to manage difficult

behaviour. Infinity Supports WA will not, under any circumstances utilise restrictive methods on individuals where it is not necessary or approved by the NDIS Commission. Infinity Supports WA will always aim to utilise a more appropriate method and utilise restrictive methods as a last alternative.

Director Responsibilities—

- Ensure no unauthorised persons without the necessary qualifications are offering behavioural support to participants.
- To ensure all practices are in accordance with relevant legislation and standards.
- Ensure restrictive practices are only used when the appropriate measures have been taken. (Appropriate measures meaning obtaining approval from the NDIS Commission)
- Enforce this policy and procedure equally across all persons within Infinity Supports WA
- Perform regular audits to see areas for improvement
- Implement the necessary measures for improvement.
- Assess improvement and document in accordance with the Continuous Improvement Plan.
- To ensure the practices implemented are adhered to and followed by all.
- Ensure workers have the ability to access resources that improve their professionalism when managing difficult or inappropriate behaviour.
- Ensure Workers are encouraging participants to partake in activities that improve their quality of life.
- To ensure participants have the opportunity to access external support services (such as counselling services).
- To frequently access the behaviour interventions implemented.
- To promote productive interactions between participants.
- To ensure professionally accredited persons can be accessed for their service, in supporting participants with difficult behaviours.
- To ensure the participant's related personnel are welcomed to the discussion of the participant's needs and requirements.
- To ensure participants with a history of complex behaviour are prioritised in the management of behaviour.
- Conduct annual reviews to keep up to date with relevant legislation and regulations.

Workers Responsibilities—

- Acknowledge room for improvement.
- Make suggestions to the Director on ways to improve the delivery of quality care.
- Make suggestions regarding new policies and procedures.
- Ensure to enforce quick responsive measures in the event of an incident or if a participant appears to be subject to any form of harm or injury.
- To aim to minimise the use of restrictive methods.
- Take reasonable measures to protect themselves from harm.
- Take reasonable measures to prevent damage to the facility of Infinity Supports WA.

Procedure

Positive Behaviour Support

Management of Infinity Supports WA is inclusive of monitoring participant behaviours and ensuring there are methods developed to combat any negative behaviour, with positive behaviour support.

Infinity Supports WA will ensure efficient communication is had between workers, participants, and their advocates/family, to discuss any negative behaviours and how they can support the participant, aiming to improve their behaviour. This discussion should be as sensitive and professional as possible, ensuring not to hinder the participant's rights. As Infinity Supports WA promotes and implements a person-centred approach, it is against policy to use any form of restraint to manage participant behaviour. This policy and procedure will be used in conjunction with the Assessment, Planning and Review Policy and Procedure.

The 4-Tier Positive Behaviour Support Model

Another method used to implement positive behaviour support is the 4-tier model. The stages of this model are as followed:



Restrictive Interventions and Practices

Restrictive Practices or Interventions refers to using a forceful mechanism to restrain a participant. This may be due to challenging behaviour, aggression, violence or harm to others etc. As a rule, Infinity Supports WA does not endorse any forms of restrictive practices on participants when other options and measures are available. Infinity Supports WA understands that the use of any restrictive practices must only be utilised after all other options/measures have been exhausted.

Infinity Supports WA follows all rules, regulation and legislation in terms of restrictive practices and understands the potential trauma for both workers and participants that may arise when conducting forceful restraint practices.

Should any of Infinity Supports WA workers come forth to Management with distress or trauma, Infinity Supports WA will assist workers in gaining support and assistance from external mental health or trauma agencies such as Beyond Blue.

Infinity Supports WA acknowledges the many rules and legislation that surround the implementation of restrictive practices, particularly those outlined in the National Disability Insurance Scheme Rules 2018. It states the following:

- A restrictive practice is a regulated restrictive practice if it is or involves any of the following:
- (a) seclusion, which is the sole confinement of a person with a disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.
 - (b) chemical restraint, which is the use of medication or chemical substance for the primary purpose of influencing a person's behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of, a diagnosed mental disorder, physical illness or a physical condition.
 - (c) mechanical restraint, which is the use of a device to prevent, restrict, or subdue a person's movement for the primary purpose of influencing a person's behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.
 - (d) physical restraint, which is the use or action of physical force to prevent, restrict or subdue movement of a person's body, or part of their body, for the primary purpose of influencing their behaviour. Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.
 - (e) environmental restraint, which restricts a person's free access to all parts of their environment, including items or activities.

Infinity Supports WA also follows and adheres to the set-out National Framework set out by the Australian Government including input from the Commonwealth, State and Territory Disability Ministers. This Framework aims to reduce and eliminate the use of restrictive practices which supports the missions of the United Nations Convention on the Rights of Persons with Disabilities. This approach must be followed by all workers and adhered to at all times.

All workers and Management of Infinity Supports WA are expected to understand that restrictive practices or techniques must only be implemented if all other methods are exhausted and have not proved efficient.

Infinity Supports WA understands that the use of restrictive practices or interventions is an extremely regulated practice. It is a serious procedure that must be enforced respectfully and ethically. Failure to abide by this Policy and Procedure, National Framework and NDIS Rules will lead to serious consequences ranging from termination of employment due to incorrect due diligence or legal repercussions.

Infinity Supports WA understands the requirement to meet all legal obligations when becoming a provider. Therefore, Infinity Supports WA and all their workers utilise a structured list of conditions they must adhere to at all times.

1. The use of restrictive practices and interventions must be highlighted and evaluated in a participant's Behaviour Support Plan, as well as their Care Plan.
2. Only an NDIS Registered Behaviour Support Practitioner is able to prioritise restrictive interventions; however, this must be done in consultation with the participant, their family, their personal General Practitioner, Behaviour Support Specialist, and advocate/representative.
3. Closely follow Action 5.35 under the National Framework which states where a form of restraint is clinically obligatory to prevent self-harm or harm to others, the organisation in which the provider and participant categorise under must follow a systematic protocol. Under the action, it is stated that minimisation of actioning restraint must be prioritised. Should it be required under extenuating circumstances than the action should be governed in accordance with the set-out legislation and, the correct assessments and reports should be utilised and relayed to the appropriate personnel.
4. Infinity Supports WA themselves must be a 'Registered NDIS Provider' approved by the NDIS Commission in order to practice restrictive interventions.
5. Always attempt to limit the timeframe in which restrictive practices are implemented for as Infinity Supports WA understands that this may cause PTSD, trauma or distress to others.
6. The implementation and use of restrictive interventions or practices must only be actioned if all other methods and implementations have been exhausted and have not proved efficient. It is Infinity Supports WA obligation to follow a person-centred and evidence-based approach when governing the use or implementation of restraint or restrictive practices.
7. Always hold of the highest value the safety of others, including participant, workers, and others alike.
8. Always remain an advocate or representative for participants who may not be able to make their own choices or decisions due to illness, injury, disease or incapability. Infinity Supports WA should always aim to make decisions in the participants best interest whilst ensuring others are safe from harm and injury.
9. Ensure to liaise with the participant, their family, their Health Practitioner and advocates/representatives when implementing restraint and restrictive interventions, whilst always remembering that participants under the age of 18 are legally unable to consent to partake in these methods. Infinity Supports WA MUST liaise with their parent, guardian, advocate, or representative in this case.
10. If the participant does not have an advocate or representative assisting them in making choices and decisions in relation to restrictive practices, assisting and direct them to the Decision Making and Choice Policy and Procedure for further help. Ensure to refrain from prolonged restraint practices without obtaining consent. (In the circumstance where care and service provision has begun and the participant becomes violent or aggressive

towards workers, workers may utilise least restrictive restraint measures to minimise harm to themselves, this then causes for a consultation with the worker in witness, HC Manager, the participant and their related persons)

Infinity Supports WA workers and Management understand that thorough and accurate documentation must be retained and archived when utilising any form of restraint or restrictive intervention/practice. The following will be noted and provided to the HC Manager for further evaluation:

- Date of practice
- Reason for practice
- Participants response
- Type of restraint used (e.g. physical, chemical, mechanical, or environmental)
- Why was the restraint intervention implemented? Which action or behaviour was the participant expressing?
- If the participant was violent or aggressive, was anyone injured or hurt?

Restraint and Restrictive Practices for Children (Under the Age of 18)

On occasion, underage participants may require restraint and restrictive practice intervention if they are displaying challenging behaviours. Challenging behaviours include the following; however, is not limited to:

- Aggression
- Violence
- Refusal of Vital Care
- Refusal of Important Services
- (in some cases) Refusal of Critical Medication
- Risk of Self-Harm or Suicide
- Risk of Harm to Others.

Majority of the procedure mentioned above does apply for children under the age of 18; however, some aspects of practices must be altered or reconsidered. Consent must be reconsidered within the following ages:

- Between the Ages of 0-16: participants between these ages are under no circumstances able to provide consent for the implementation of restraint or restrictive practices. Infinity Supports WA must discuss with the participants family, guardian, advocate, or representative in order to obtain consent.
- Between the Ages of 16-18: participants between these ages are able to consent to restraint and restrictive practices, provided they have the mental capacity to understand, acknowledge and agree to the actions/interventions implemented. Should the participant fail to demonstrate a capacity and sound mind, Infinity Supports WA must discuss with the participants family, guardian, advocate, or representative in order to obtain consent.

However, specifically to children under the age of 18, Infinity Supports WA under no circumstances is able to provide the following forms of restraint or restrictive practices:

- Seclusion
- Chemical Restraint (e.g. administration of sedative or antipsychotic medication such as Xanax).

Should the rare case arise where the child participant requires the above-mentioned restrictive practices, this notion will be decided by either the court or the parents of the child. Infinity Supports WA must abide by all the information and protocol provided in the participants Interim Behaviour Support Plan, Comprehensive Behaviour Support Plan or the Care Plan.

Restrictive Practices in Emergency Situations

Infinity Supports WA workers may be required to implement a restrictive practice, that they may not have received prior consent for, to ensure the safety of participants and/or other involved individuals. This would be in the case of an emergency, and workers must always aim to minimise any risk associated with the implementation of restrictive practice.

If a restrictive practice is implemented in an emergency situation, Infinity Supports WA workers must ensure that the restrictive practice is reviewed and then documented immediately. The family of the participant must also be informed, as well as reporting it to the Department of Communities using a Serious Incident Report (within 7 days).

Documentation

It is essential to inform the health care practitioner, reporting the use of restrictive practice.

- Chemical restraints (e.g. sedatives)
 - Start date and time
- Physical/environmental/mechanical restraint
 - Report to **Restrictive Intervention Data System (RIDS)**
 - Start date and time
 - End date and time

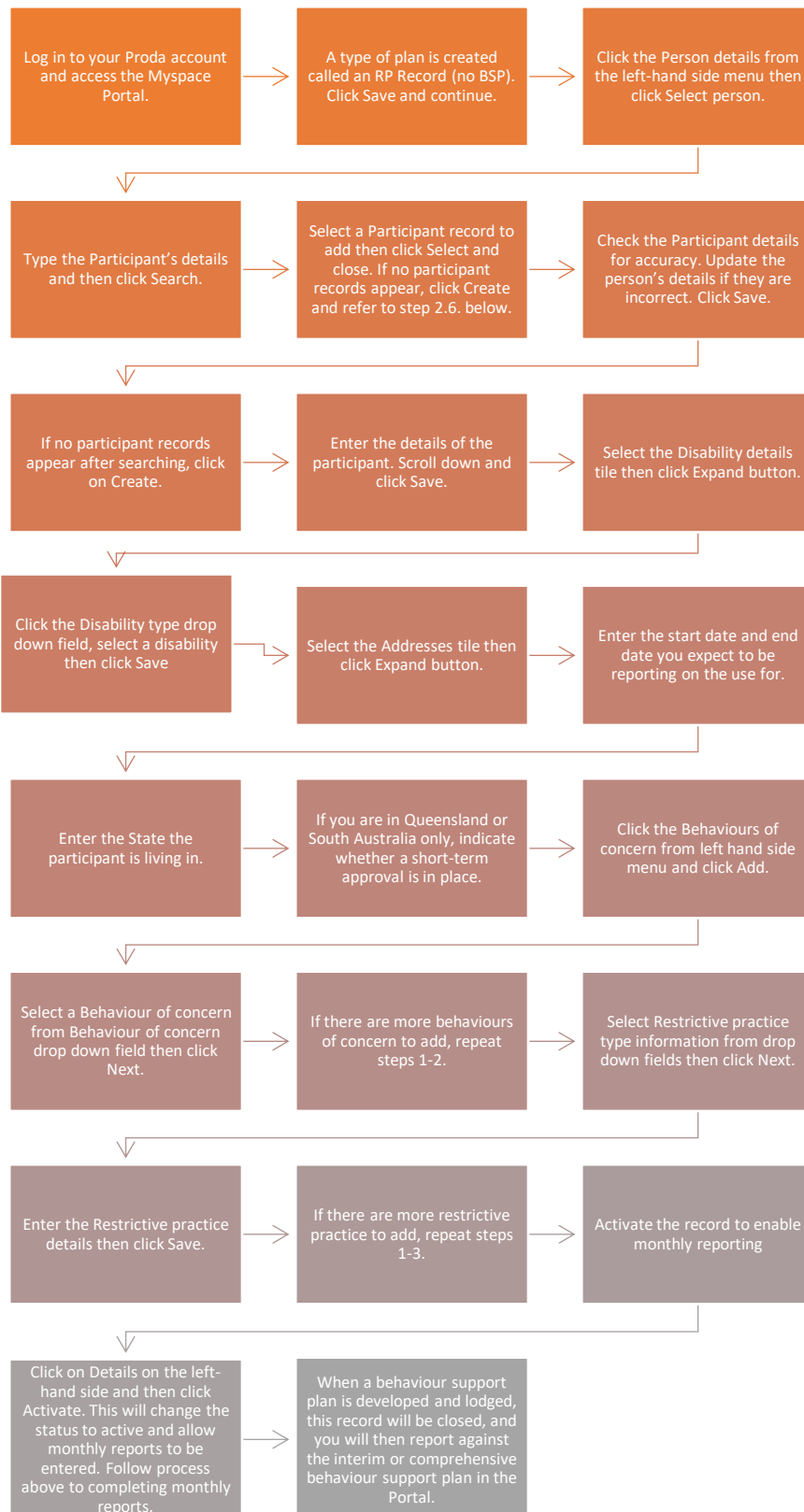
When reporting to the NDIS Commission, you can submit the monthly reports by clicking on 'Authorised reporting officer report submission' and clicking on 'submit usage'. If individual reports are required for reporting or updating, click on 'actions'.

This is essential if there is no behaviour support plan; the following procedure outlines how to report restrictive practices to the NDIS Commission:



Infinity Supports WA

ACHIEVING GOALS AND BEYOND

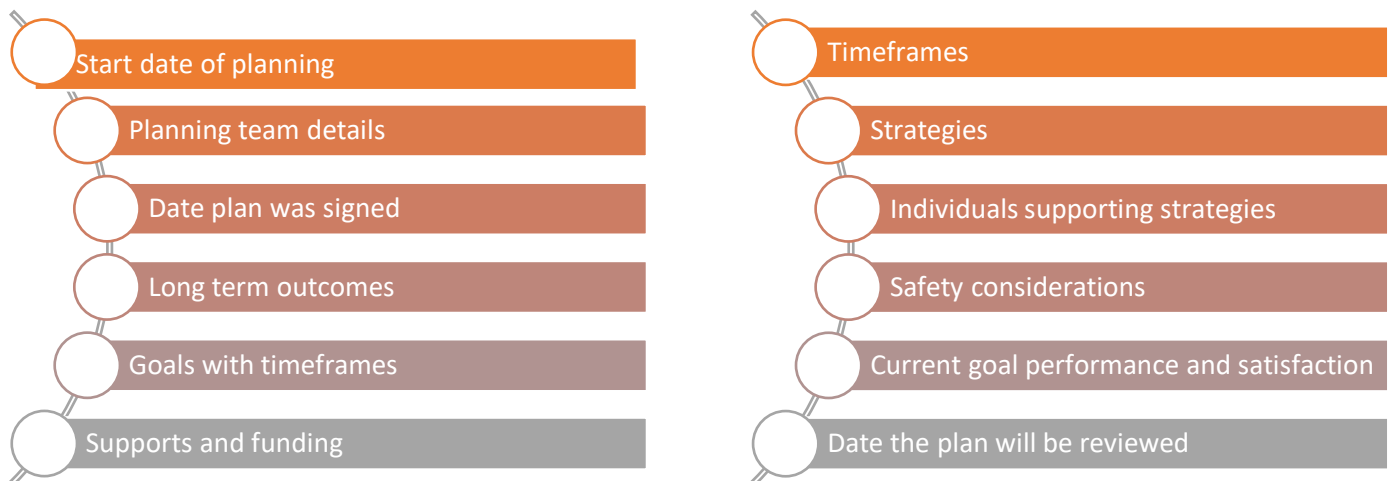


Individual Plans

Infinity Supports WA is required to develop an individual plan, specified to each participant, including what can be done by the participant, what conditions they have, whether they have an advocate or guardian and any other important details to ensure that there is efficient recording for management.

It is beneficial to include a mind map in the individual plans, as it helps make connections which are used to support the participant. Goals documented in the plan must include methods for achievement and a time frame. The plan is not only used by the support workers but also the family/advocates of the participant. These plans must be developed using a person-centred or family-centred approach to comply with the vision of Infinity Supports WA. These plans should be based on a 12-month period, for what the participant wants to achieve. Infinity Supports WA will have participants who are paying for services using the National Disability Insurance Scheme (NDIS). This scheme incorporates a plan for the participant, which includes goals; these are then just copied to the individual plans.

Development of the plan is done in a participant individual plan meeting, inclusive of only the necessary workers, and the participant may bring a support person. During the meeting, with the use of a template, the following areas are discussed and decided on:



Development and Implementation of Personalised Behaviour Support Plans (Comprehensive and Interim)

Personalised behaviour support plans are developed in conjunction with allied health professionals such as psychologists and other behaviour support specialists. There are two types of positive behaviour support plans:

1. Comprehensive.
 2. Interim.
- Comprehensive positive behaviour support plans are developed for participants who require positive behaviour support over a long period of time (ongoing) and need measures to avoid harm to self and others, along with behaviour management supports.
 - Interim positive behaviour support plans are developed for short-term responses to risks that potentially will harm or affect the participant or others if there is not a comprehensive behaviour support plan in place for the participant.

Infinity Supports WA is required first to assess the participant for any possible behavioural support; this is done by working with the participant and doing the following:

1. Plan.
2. Identify needs (assess).
3. Develop an understanding.
4. Refine and clarify.
5. Approach.
6. Implementation and Review.

Plan

Positive behaviour support plans are all required to start with a planning process to be effective for the participants.

The planning process should include a range of points that need to be covered to have a successful outcome.

- Identifying the correct person and collecting any relevant data (with consent), such as any assessments involving the participant, history, risk/injury reports, behaviour reports, complaints, compliments, feedback, detail forms, past forms from other support providers (with consent), monitoring forms, likes and dislikes, previous assessments, support plan and any other relevant information that may assist in the development of a plan. (some of these documents may not be obtainable or exist at the time of planning)
- Developing a complete A-Z summary of the plan.
- Date for development.
- Date for implementation.
- Date for review.
- Family arrangements.
- Community commitments and arrangements.

Identify Behaviour (Assess)

It is important that Infinity Supports WA assesses certain aspects of the participant's behaviour to implement a plan precise to their behaviour and to assess whether the participant's behaviour is a behaviour of concern and the type of plan they require. (if the behaviour has an immediate risk or has had/will have immediate use of restrictive practices, it is required to create an interim positive behaviour support plan first and **MUST be reported to the NDIS Quality and Safeguards Commission within 1 month of unauthorised use of restrictive practice and every month if restrictive practice is used.**). If a participant already has a comprehensive positive behaviour support plan in place, then it is not required to develop an interim support plan but is required to monitor and review continually. But in the event that a participant does not have one and has a behaviour of concern, an interim positive behaviour support plan is required for a maximum of 6 months which can then be followed by the development of a comprehensive support plan from a practitioner (both behaviour support plans can be found on the NDIS Quality and Safeguards Commission website). Infinity Supports WA must document the severity of the behaviour, rate of occurrence, length of each behaviour period, what occurs during the behaviour and the outcome after the period of behaviour has ended.

Develop an Understanding

Infinity Supports WA is required to identify and understand the participants reasoning to behaviour and any potential triggers to this. Generally, a participant will do this for a few different reasons due to wanting to remove or introduce a sensory feeling, to include or remove themselves from a certain activity/environment/situation, to get something in return such as an object or demand and to gain attention from others.

Refine and Clarify

Infinity Supports WA will define and clarify types of behaviours to easily identify current and past situations to have an easy to read track record which allows all members of Infinity Supports WA to identify changes and trends easily. To clarify the types of behaviour into an identifiable table within the plan, Infinity Supports WA needs to develop an understanding of the behaviour states of the participant. This includes understanding what the normal behaviour of the participant day-to-day is, what behaviours occur and what is the state of escalation and de-escalation for the behaviour of the participant.

It is important to colour code the behaviour identifications, for each colour will have a different state of behaviour for the participant:

- **Green**– The participant is at a general relaxed state.
- **Orange**– The participant is beginning to escalate, becoming distressed and anxious.
- **Red**– An incident has occurred.
- **Black**– An incident involving serious harm to self or other has occurred.
- **Purple**– The participant is de-escalating.

Approach

Infinity Supports WA is required to implement a participant-centred approach and strategies into the plan; these strategies are to keep participants safe as well as ensuring the happiness and fulfilment of the participant.

Infinity Supports WA understands the importance of implementing strategies to keep participants, workers and others safe during any service at any time. Infinity Supports WA will assess different approaches in doing so to keep the participant as calm and happy as possible, these approaches should include avoiding eye contact for long periods of time, using off-putting tones of voice (sounding calm and relaxed), using relaxed body language, avoiding any specific catalysts, avoid touching the participant unless needing to, avoid making demands, listening to the participant and distracting the participant as much as possible. In some cases where this may not be effective, it is important to assess the potential need for restrictive practices and other interventions, including medication and physical contact for last resorts.

Infinity Supports WA should implement a proactive approach when it comes to working with a participant with behavioural needs. Assessing the participants, goals, needs and wants for their daily supports and how Infinity Supports WA can implement, improve or develop the correct skills to participate is important. Using a proactive approach will involve looking at the health and fitness of a participant, particular interests, hobbies and activities, favoured environments, preferred people, preferred items, how they like to be interacted with and what makes them happy. This approach will allow Infinity Supports WA to implement a plan where the participant is happy and calm, the use of

incentives is in place to incentivise good behaviour, allow the participant to learn new skills, and have particular boundaries in place for when the participant has an escalating moment to ensure further learning.

When understanding how a participant reacts when they are escalating in behaviour Infinity Supports WA will assess what areas need to be understood to prevent further escalation such as:

- Avoid responding to the displayed behaviour.
- Distracting the participant.
- Find the trigger and remove it (E.g. environment, person, item, etc.).
- Ask what is wrong and help them with what they need.
- Redirect the participant.

Once the assessment process is completed, it must be agreed on and signed by the participant, allied health professionals involved, family and any other person involved in the development of the plan. Report this to the NDIS Quality and Safeguards Commission within 1 month of unauthorised use of restrictive practice and every month if restrictive practice is used.

Implementation and Review

Every Positive Behaviour Support Plan is a living document and needs to be reviewed ongoing throughout its life span.

Once everything has been agreed on, the plan needs to be followed and implemented, including the collaboration of other important services that are part of the support plan.

Workers must be trained in dealing with participants who have an implemented interim or comprehensive positive behaviour support plan. Workers must be competent in dealing with participants with behaviour needs, how to manage a participant who shows behavioural concerns and participants who require physical interventions, medicine interventions and/or restrictive practices. It is important to delegate who reports to the NDIS Quality and Safeguards Commission and train them on how to make interim reports and the time frame if the use of restrictive practices occurs.

It is important to monitor and review the plans throughout the implementation of behaviour support. Infinity Supports WA will begin by setting and implementing a criterion in assessing and observing the plan, its advantages and disadvantages. The criteria will be developed during the planning process; the criteria will have a clear set of targets to produce a positive data-driven approach. Infinity Supports WA will include:

- Assessments for an increase in health.
- Assessments for skill improvement (including life, social and other skills aimed towards the behaviour plan).
- Assessments for improvement of behaviour by the participant (particularly concerning behaviour).
- Assessments of incidents (including the intensity and recurrence rate).
- Assessments for the frequency of behaviour and incidents (including the improvement).
- Assessments for the occurrence of behavioural interventions such as medicine, physical and restrictive practices.
- Assessments for an increase in quality of life.

Assessments for increase in obtaining goals

The criteria should have details on data recording for the positive behaviour support plan, Infinity Supports WA will include what data will be collected (as above, which may include further information), who will collect this information, where it will be collected, how often it is collected, and where it will be stored.

In the monitoring of the positive behaviour support plan Infinity Supports WA will implement a question-based approach alongside the data-driven approach, the aim of this is to ensure that important factors of the plan are not overseen or missed. Questions will include:

- Are we effectively monitoring the plan?
- Are we effectively achieving the goals set by us and the plan? **If not**, why not? And how can we overcome this problem?
- Is the participant's situation improving? **If not**, why not? And how can we overcome this problem?
- Is the participant happy?
- Is there anything we can improve on?
- Do we require restrictive practices? **If yes**, why? How can we reduce the need for restrictive practices?
- Are there any gaps within the plan? **If yes**, why? How can we overcome these gaps?
- Is the plan being coordinated effectively?
- Are the workers trained to deal with this type of positive behaviour support plan?

Infinity Supports WA will review plans during team meetings; this will include the participant, their family and other important members of the support plan. It will be completed at minimum every 6 months, usually every month for the participant and family-focused reviews or whenever a concern has been raised. Infinity Supports WA will work to focus on specific aspects during the meeting, such as:

- The progress made alongside the participant's plan.
- Where progress is not made alongside their plan.
- Incidents.
- Current health status of the participant (physical and mental).
- Current arrangements of support and care (both formal and informal).
- Any commitments of the participant, including social.
- Abilities of the participant.
- Needs of the participant.
- Level of function (physical and mental).
- Negative effects of the plan.
- Participants background.
- Is the pace of improvement as expected?
- Participants goals.
- Barriers for supports.
- If the plan is working.
- Behaviour of concern and the frequency.
- Restrictive practices and restraints and if the plan is decreasing the use of this.

In doing so, Infinity Supports WA will discuss what could be changed to improve the areas mentioned above and how Infinity Supports WA can implement different pathways for delivery of supports so overall the participant can further improve from the plan.

Any changes will have been assessed and consented with the participant and their families or other support persons.

Once completed, Infinity Supports WA will evaluate what has been learned and achieved from the review, take into account what previous strategies did and didn't work, if all gaps have been filled (especially with behaviours of concern) and what measures to put in place to monitor the further adjustments.

Inadequate Positive Behaviour Support Plans

Infinity Supports WA understands if a plan is not adequate in reaching goals, developing skills, quality of life and reducing concerning behaviours, it is important to take immediate action to identify and amend/improve the issues. Issues may vary, but generally have two points of resolution which is either review the current support plan approaches/strategies or complete another positive behaviour support plan assessment which can be related back to the above procedure steps.

Infinity Supports WA has identified common problems which can occur, Infinity Supports WA will view the below and make any implement a necessary response if it is one of the common problems as listed:

- Communication issues between the participant, their families, allied health professionals and other support persons.
- Implementation of the plan is not as it should be or when it should be. (not following directions of the plan)
- Not taking other factors in consideration during planning and assessment phase, factors such as participants social aspect, environment, triggers, behaviours of concern, both physical and mental health of participant, cultural aspects, goals and other.
- Inconsistent support.
- Inconsistent data.
- The plan does not suit the participant's behavioural needs and behaviour of concern.
- Not including important persons during the planning, assessment and implementation of the plan.
- Insufficient data collection.
- Incompetent training, education and experience.
- No target for the plan.

These common issues will help narrow down the core problem(s) of the current plan set for the participant and assist with identifying the best way to go about resolving it.

It is important to re-do a positive behaviour support plan assessment if you cannot find the underlying issue.

Supporting Documents

- Feedback, Compliments and Complaints Policy and Procedure 2.11
- Decision Making and Choice Policy and Procedure 2.10
- Privacy and Confidentiality Policy and Procedure 1.6

2.18 Medication Management Policy and Procedure

Policy and Procedure

This policy and procedure outline the specific measures and practices Infinity Supports WA and its workers will implement to ensure the medication of participants is managed in a safe, ethical, and effective way. This ensures all workers of Infinity Supports WA adhere to the standards and guidelines set out in this policy and procedure, allowing them to deliver quality services of care safely and accordingly.

Infinity Supports WA and its workers understand the importance of enforcing safe practices when administering medication to participants, and ensuring participants are aware of their ability to be in control of the administration of medication.

Infinity Supports WA will utilise specific Medication Management methods which ensure the participant's needs and requirements are the priority and ensure all workers of Infinity Supports WA maintain reliability when utilising these practices.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Prohibited	The term prohibited refers to something that has been forbidden or banned. When something is prohibited, it's not allowed.
Chemical Restrictions or Restraints	Chemical restraint is not a form of treatment. Rather, it is medication given primarily to control a person's behaviour, not to treat a mental illness or physical condition. Rather, chemical restraint occurs when medication is intentionally given to exert control over a patient's movements or behaviour.
Medication Prompting	In terms of this policy and procedure, medication prompting refers to reminding participants of the time and reminding them to take their medication. Participants have the right to refuse medication or decide when to take them.

Policy

Infinity Supports WA and its workers understand and recognise the importance of implementing the necessary measures to ensure medication is administered in a manner that is reliable, safe, and in accordance with the regulatory guidelines. Infinity Supports WA workers will also ensure the safety and health of all persons within Infinity Supports WA is recognised and considered at all times.

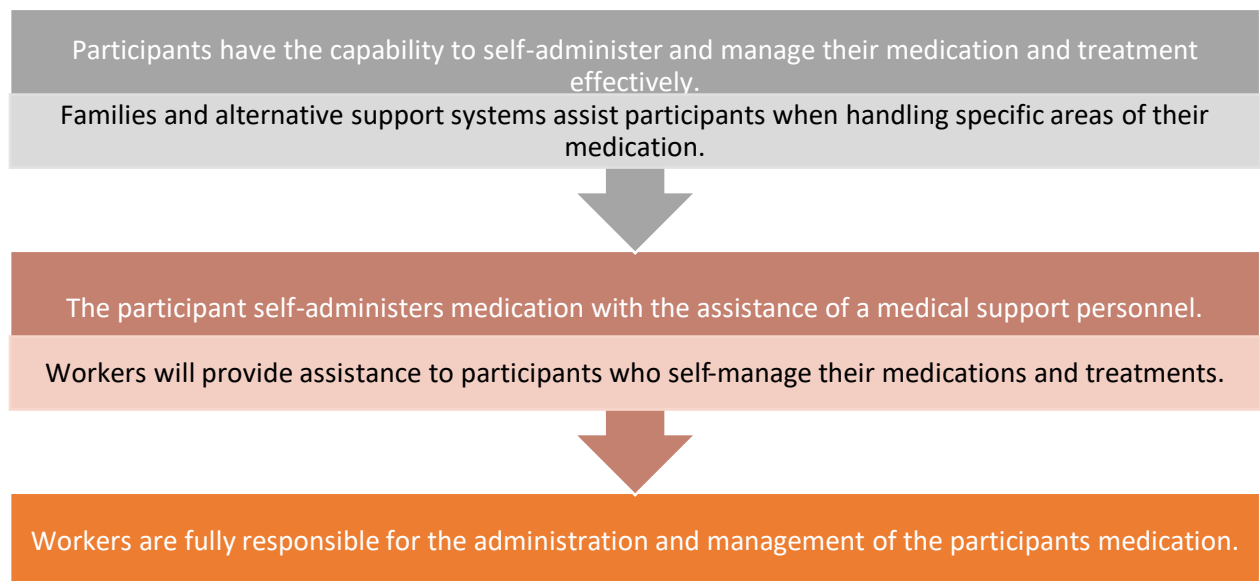
When administering or managing medication, workers will ensure to follow the participant's Medication Management Checklist and the Medication Plan and Consent Form when doing so. By following these documents, workers can ensure the appropriate medication is administered, with the appropriate dosage, in a safe and reliable manner. The administration of medication to participants allows workers to gain an understanding and increase their skills in administrative procedures.

In addition to this, Infinity Supports WA practices and operations are set to a standard that is per the regulatory guidelines set out in the NDIS Quality and Safeguarding Framework.

Infinity Supports WA must ensure that all standards are met in conjunction with the regulatory guidelines in a safe and appropriate method regarding the administration and supervision of medication.

Infinity Supports WA Management recognises the importance of ensuring workers are supported when unsure of how to properly and safely administer a certain type of medication. In these situations, workers should be able to ask questions, raise concerns and queries, and receive a truthful response. Management is responsible for ensuring workers delivering care are provided with the necessary training and information to support the administration of medication.

Infinity Supports WA and its workers are responsible for notifying each individual of the procedures involved with medication treatment. When supporting participants with managing their prescriptions, Infinity Supports WA can only do so according to the following preferred order:



Procedures

Infinity Supports WA and its workers recognise the importance of ensuring medications and treatments are administered in a manner that is safe, effective, and suitable to the individual. To ensure this is done to a high standard, Infinity Supports WA will utilise this procedure as a guideline when administering and managing medication of participants.

Medications taken by participants must only be administered if it is in the original packaging distributed by a pharmaceutical practitioner and belongs specifically to the individual. When administering medication or supervising a participant while self-administering medication, workers must ensure the dosage, manufacturers conditions and instructions provided on the packaging are strictly followed. Infinity Supports WA will ensure under no circumstances is another individuals medication to be given to another participant.

Infinity Supports WA will utilise the Medication Management Checklist and the Medication Plan and Consent Form to ensure all forms of medicine participants require are documented and stored in the participant's file.

Training and Development Requirements of Workers

Infinity Supports WA recognises and understands the importance of ensuring an effective process is implemented when hiring new individuals, to provide these individuals with the relevant skills, knowledge and strategies that allow them to deliver quality care when managing medication safely. Management of Infinity Supports WA will ensure to monitor workers and perform regular performance reviews to ensure all workers understand Infinity Supports WA expectations and standards of performance during work. By doing so, Infinity Supports WA can confirm that their workers obtain the necessary qualifications and skills to manage medications safely and effectively.

Workers who have a higher qualification are eligible to partake in the management of medication as it is within the boundaries of their capabilities. A person who holds a higher qualification such as a Registered Nurse, obtains the necessary skills and knowledge to manage and administer medication to participants safely. Workers with a higher qualification partake in an annual evaluation to determine their level of knowledge and skills.

Infinity Supports WA must ensure all workers participating in the management of medication obtain the qualifications required to manage participants medication safely. Infinity Supports WA will ensure this is done through a Registered Training Organisation (RTO). Additional training may be required if a worker does not obtain the required knowledge and skills to adhere to the care and well-being of participants to ensure services of care are delivered to a high standard. The required qualifications and training are first aid training (possibly further certificates of asthma, anaphylaxis and CPR), the correct methods in assisting participants with medication management, consumption or information/knowledge. All workers should present strong knowledge of the contraindications, precautions, dosage and side effects of medications the participants are consuming.

In addition to this, Infinity Supports WA workers who partake in the management of medication are expected to undergo refresher training to rejuvenate their knowledge and skills every year. All new practices should be addressed and understood by all workers taking the course.

There are certain circumstances in which Infinity Supports WA workers are expected to undergo training. Below outlines these circumstances, however, are not limited to:

If there are issues regarding specific tasks to manage medications effectively, the Management or a Registered Nurse will suggest refresher training.

If a worker is required to assist a participant whose medications or needs have changed, and they do not possess the adequate training or qualifications to do so.

If an external body, such as a health care profession or the participants family or representative, suggests it is necessary to undergo refresher training.

If a worker accidentally uses the incorrect procedures when managing a participant's medication.

If a worker is unable to fulfil their duties of managing participants medication due to modified environment or living arrangements.

Forms of Management

1. Assisting with Medication

The Medication Management checklist should be utilised for all participants to ensure the appropriate measures and practices are adhered to and implemented when workers assist participants. Participants who self-administer medication should be supported in the technical activities associated with administering or managing their medications.

There are certain practices and measures implemented within the framework of Infinity Supports WA to ensure participants can safely administer and manage medications. Below outlines, the duties of Infinity Supports WA workers to ensure participants are supported; however, is not limited to.

2. Administration of Medication

Infinity Supports WA recognises and understands that some participants may require more assistance than others. To adhere to this, workers of Infinity Supports WA will determine where to provide support on a case-by-case basis. To do this, participants will undergo assessments that thoroughly assess their level of independence. This allows workers to determine the amount of assistance a participant may require when administering medication.

<p>Workers should retrieve participants medication when requested. All medications should be safely stored and given to them in the original packaging/container.</p>	<p>Workers of Infinity Supports WA should supervise participants when self-administering medication to ensure there are no problems or harm caused to the participant.</p>	<p>Workers should support participants when documenting the medications they administer.</p>
<p>Workers should always place the medication in the participants hand, or on a sanitary surface that is accessible to the participant in order for them to self-administer the medication.</p>	<p>If requested, workers should assist participants in opening the packaging or container to reduce the likelihood of spillages of medications.</p>	

The Medication Plan and Support Plan will outline the detailed procedures of supporting the individual, which Infinity Supports WA workers will follow if a participant is deemed unfit to administer medication or effectively manage their medication safely. These documents also specify the duties and responsibilities of workers when administering medication to participants.

All medications participants require must be supplied by a pharmaceutical or health practitioner. All medications should be documented, including any new adjustments made to the collection of the participant's medications. In addition to this, workers must ensure all medications are retained in the original

packaging and stored securely and safely. Prior to the approval of administration, Workers must ensure the medication was directly issued by the participant's health care professional.

Workers of Infinity Supports WA should always aim to effectively enforce the training and skills acquired when managing and administering medication to participants. In addition to this, all workers of Infinity Supports WA will consult with participants and assess the procedure to encourage participation in effectively managing and administering medication. Participants decisions regarding medication management should be evaluated and considered, and workers of Infinity Supports WA should arrange the necessary supplies for participants, where required.

Infinity Supports WA understands the importance of ensuring that the administration of medication is performed in a manner that does not affect the health and safety of participants and others. To ensure this is adhered to, workers are obligated to monitor participants when administering medication. Below outlines the specific guidelines Infinity Supports WA will follow to ensure the health and safety of all participants is maintained.

To ensure Infinity Supports WA provides the most effective, safe, and quality management and administration of medication, workers are expected to monitor participants when self-administering medication. To do this, Infinity Supports WA workers will follow the guidelines outlined below before managing or administering medications; however, are not limited to:

Workers must ensure all prescribed medications are administered at the appropriate time and in the appropriate dosage.

Workers must enforce the appropriate measures to ensure a sanitary process of administration and management of medication.

Workers must ensure all documentation regarding medication is completed and processed appropriately and, in its entirety.

Workers should check to ensure the medication being administered belongs to the participant.

Workers should ensure all utilisation of administrative methods are safe and appropriate to the participant and the medication requirements.

Workers should store the medication in a safe and secure location, organised neatly to minimise confusion or mistakes between medications.

Workers must obtain the necessary knowledge and qualifications to adequately apply first aid procedures.

Workers should aim to gain a thorough understanding of the participants medications, and the reason for prescribing medications. This is to ensure when combining medications, workers are aware of the potential side effects associated with the medication.

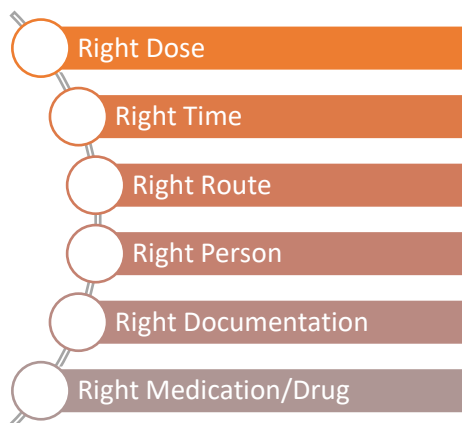
Workers should ensure to follow the appropriate procedures outlined in the Medication Management Checklist and supervise participants when administering medication(s).

Infinity Supports WA workers will ensure all of the guidelines outlined above are completed prior to administering medication to participants. Under no circumstances are Infinity Supports WA workers to administer medication to a participant who is in an unconscious state fully and not fully aware of the processes involved in administering the medication. These states include if a participant is:

- Sleeping or fatigued
- Nauseated
- Distorted

Workers must ensure participants are aware, understand the process involved and are fully conscious.

In addition to this, Infinity Supports WA will utilise the 6 Rights of Medication to ensure the appropriate methods and practices are used when managing and administering medication. This tool is utilised by a variety of providers and is widely recognised. The six rights to medication are outlined below:



Participants should be informed that refusal to take medication may result in contacting their health practitioner and the completion of a Medication Incident Report. Infinity Supports WA and its workers understand and recognise that all participants have the right to refuse medication; however, they will strive to ensure the safety, health and well-being of all participants is adhered to.

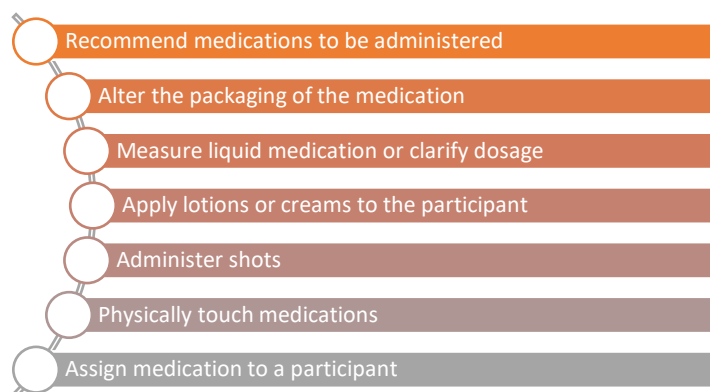
3. Prompting Medication

Infinity Supports WA recognises the importance of maintaining individuality and independence, thus, will effectively prompt participants to administer medication and to carry medication with them. To ensure this is done to the most effective and supportive manner, Infinity Supports WA' workers will ensure to:

- Refer to the participant's Support Plan for details regarding time of day to remind participants of administering their required medications.
- Refer to the participant's Medication Management Checklist to ensure correct medication is administered in the appropriate dosage, using the appropriate procedures.
- Remind participants of the current time
- Remind participants of their upcoming medications they should administer.

Infinity Supports WA recognises and understands that participants may choose to take their medications at a different time more suitable to them. Workers should respect this decision and assist participants where necessary.

Infinity Supports WA understands that there are certain restrictions involved in prompting participants, in which these restrictions will be adhered to and followed by all workers delivering quality care. Below outlines the specific limitations of Workers when promoting participants in the safe management and administration of medication:



Determining Participants Capability

Infinity Supports WA and its workers are committed to encouraging participants to maintain individuality when self-administering and managing medications. Infinity Supports WA workers will ensure participants utilise the appropriate methods that are likely to increase their ability to be responsible for their own administration and management of medication.

If workers of Infinity Supports WA have a valid reason to believe participants are incapable of safely administering and managing their medication, a certified medical practitioner will be required to execute a capability assessment to determine the participant's abilities, knowledge, and skills. These assessments should be executed if the participants physical or mental state alters to ensure they obtain the necessary skills and knowledge for the safe management of medication.

Consent

Infinity Supports WA and its workers recognise the importance of ensuring all actions and practices are approved by the participant or their advocate, in written form. To ensure this is done, Infinity Supports WA will implement and enforce the necessary measures and practices to ensure no actions are taken without the approval of the participant.

If a participant is unable to provide Infinity Supports WA with consent, their advocates, representatives, or family member may provide consent on behalf of the participant. In these instances, the person who provides the consent must ensure the decision reflects the best interests of the participant.

Prior to completing the Medication Forms, Infinity Supports WA must ensure written consent has been provided through the Consent Form and Medication Plan. This piece of documentation outlines the following:

- Participants requirements and needs in relation to their medication.
- The required technique of administration and types of medication.
- Participants written approval of administration of medication by Infinity Supports WA qualified workers.
- Workers authorisation.

Infinity Supports WA and its workers must ensure all participants are informed of the procedures and practices used to effectively manage and administer medication in a way that is comprehensible to the individual.

Participants Unable to Self-Administer and Manage their Personal Medications

Infinity Supports WA and its workers are dedicated to ensuring participants receive quality care and support when administering and managing medications. Infinity Supports WA and its workers recognise that some participants may be incapable of safely administering and managing their medication; thus Infinity Supports WA workers must ensure they obtain the necessary skills and qualifications to assist participants.

Infinity Supports WA workers will utilise the Medication Management Checklist, Medication Plan and Consent Form, and the Support Plan to ensure the correct medication is administered in the appropriate dosages, when necessary. Participants must provide written consent on these documents, which can be withdrawn at any time.

If a participant refuses to take their medication, there are certain measures Infinity Supports WA must take to manage the incident. Infinity Supports WA Management should document the event using the Incident Report, which should be stored in the participant's file. Infinity Supports WA Management is obligated to inform the participant's medical practitioner after the incident has been assessed and documented.

Participants Self-Administration and Management of Personal Medication

Infinity Supports WA understands and recognises the importance of ensuring participants are capable of administering and managing their personal medications safely. Infinity Supports WA and its workers are dedicated to ensuring both workers and participants implement safe practices and procedures.

To determine participants capability of administering and managing their medication independently, Infinity Supports WA workers will assess participants frequently and make a decision on whether they are capable or require assistance. Participants whose mental or physical state has been modified or changed in any way, should be assessed to determine their capability of continuing to self-administer and manage medication effectively.

Participants who wish to self-administer or manage their personal medication are required to provide Infinity Supports WA Management with a written endorsement. This document confirms that the individual obtains the necessary knowledge and skills to manage and self-administer medication effectively. In addition to this, Infinity Supports WA may request a recommendation letter from the participant's medical consultant or representative to further confirm the capability of the participant to administer and manage personal medication and prescriptions safely.

To ensure all participants who are capable of self-administering and managing their personal medications and prescriptions, Infinity Supports WA and its workers will ensure the following, however, is not limited to:

- Ensure participants have the opportunity to administer and manage their own medication.
- Ensure participants use medications that are in the original packaging.
- Ensure participants store and administer medication according to the manufacturer's instructions.
- Ensure participants are supervised when self-administering medication. When supervising participants, workers must ensure the medication being administered is accurate and verified before giving the participant approval.

- Ensure all medications are stored in a safe and secure location and following the required storing of the medicine. Participants and unapproved personnel should not be able to access the medications.

Disposal of Medications

Infinity Supports WA will ensure the procedures used to dispose medications safely. These procedures are further outlined in Infinity Supports WA Waste Management Policy and Procedure. Infinity Supports WA Services understands the importance of ensuring no harm, damage or loss has been caused to individuals or the environment as a result of unsafe disposal of medications. To adhere to this, Infinity Supports WA will follow the necessary procedures when disposing of medications to ensure the environment is not negatively impacted or damaged.

If a participant no longer requires a certain medication, they are obligated to inform Infinity Supports WA workers, who will then submit the medication to the pharmaceutical practitioner for appropriate disposal. Workers of Infinity Supports WA must ensure all medications are stored individually and are prescription medications. In addition to this, Infinity Supports WA workers must return all medication at the end of their service of care.

Restrictive Methods – Chemical Restraints

Infinity Supports WA understands and recognises that some participants may require the use of chemical restrictive methods. Participants that may be subject to the use of chemical restrictive methods are those who obtain a Behavioural Management Plan. Workers who assist in applying chemical restrictions to a participant must obtain the necessary knowledge, skills and qualifications to do so. For more information regarding the process of utilising chemical restrictions, refer to Infinity Supports WA

Positive Behaviour Supports, Restrictive Practices and Support Plan Policy and Procedure.

Prohibited Methods

Infinity Supports WA understands the importance of ensuring the appropriate procedures and practices are implemented when managing and administering medication to participants. To ensure this is done effectively, Workers will ensure to utilise the appropriate strategies according to the participant's medical needs, requirements, and capabilities.

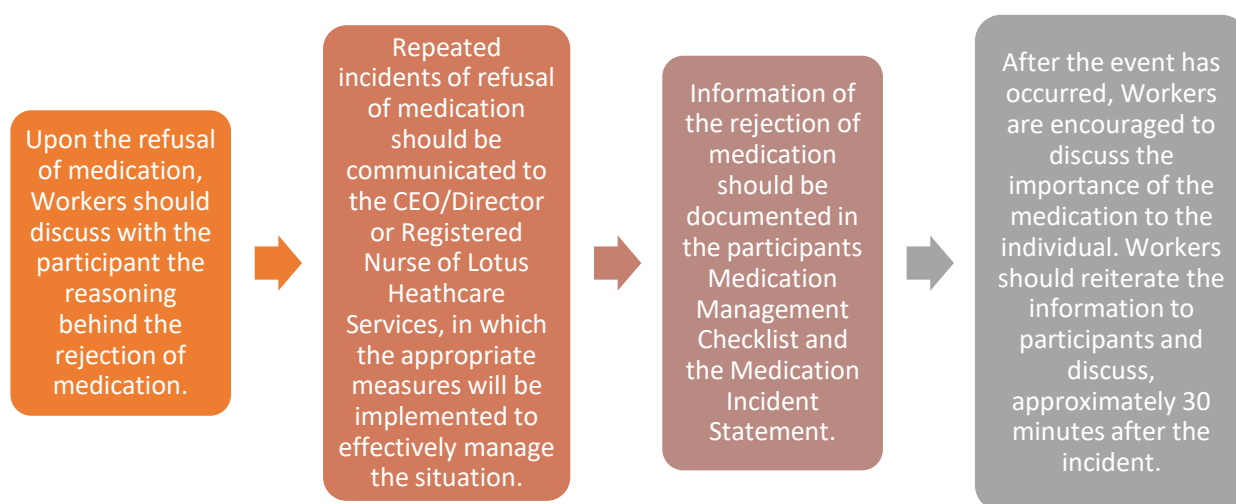
Infinity Supports WA workers will ensure all medications are administered in a way that adheres to the needs and requirements of the participant. Failure to do so can lead to possible negative repercussions. In addition to this, Infinity Supports WA acknowledges that workers are subject to certain limitations in their procedures. Below outlines the certain restrictions workers of Infinity Supports WA must abide by to be compliant with this policy and procedure:

- Workers should refrain from utilising methods of practice that impact the efficiency of the organisation.
- Should the participant have over the counter medications NOT listed on their Medication Chart, workers must not administer these medications should the participant request it. Only noted medications may be provided. Over the counter medications include medications such

- as – Panadol, Aspirin and Nurofen etc.
- Workers must not administer medication without following the guidelines outlined in the policy and procedure.
- Only workers who are qualified and trained may administer medications they are qualified in.

Refusal of Medication

Infinity Supports WA acknowledges participants right to refuse medications and will respect their decision. If this situation arises, there are specific procedures implemented to ensure all relevant information is documented, managed, and the necessary action is taken. Below outlines the steps Infinity Supports WA will utilise when managing the refusal of medication:



Recording Medication Management

Infinity Supports WA understands and recognise the importance of maintaining an effective reporting and documenting system to ensure all relevant information is documented appropriately and accordingly.

Infinity Supports WA will utilise the Medication Management Checklist to document and record all relevant information regarding medication and the management and administration of medication. Both participants and Infinity Supports WA should obtain a copy of the Checklist to ensure it is easily accessible when needed. This piece of documentation should be maintained and ensure all updates are documented appropriately.

Within the Medication Management Checklist, workers who are accredited and capable of providing support to participants will be documented in the checklist, including their level of qualification, and the expiration dates for these qualifications.

Certain requirements constitute a completed and adequate form. Documentation cannot be referenced if it is not completed in its entirety and to the expected standard of quality. Below outlines the necessary information that must be documented for it to be considered complete:

- Document the participants required assistance with management of medication (Administration, Assistance and Encouragement)

- States the participant's medication rights and the worker's acknowledgement and the implementation of these rights.
- The support workers acceptance to deliver medical support to the individual.
- Participants adequate personal information, including:
 - Name
 - Residential address
 - Details of allergies
 - Emergency Contact information
 - Medications the participant is susceptible to.
- Information regarding the support provided by workers, including:
 - Date
 - Time
 - Medication and where it was sourced from (e.g. Name of the pharmaceutical practitioner)

If at any given time, a worker is unsure or unclear of their responsibilities and duties, they should consult with the director or the Registered Nurse for support and guidance.

Supporting Documents

Documents relevant to this policy and procedure include:

- Positive Behaviour Supports, Restrictive Practices and Support Plan Policy and Procedure. 2.17
- Waste Management Policy and Procedure 2.2
- Incident Report Form CF015
- Incident Management Policy and Procedure 2.12
- Work Health and Safety Improvement Register RO10
- Work Health and Safety Policy and Procedure 1.22
- Decision Making and Choice Policy and Procedure. 2.10

2.19 Support Coordination Policy and Procedure

Policy and Procedure

The Support Coordination Policy and Procedure set out how Infinity Supports WA manages participants within the support coordination setting and the responsibilities in which are implemented by Infinity Supports WA.

Infinity Supports WA has processes to deal with the participants support plans to streamline the participant to provider connection and to reduce any risks involving this. This is done by an implement, monitor and review structure.

As Infinity Supports WA is involved in support coordination, participants will have an NDIS plan developed by the National Disability Insurance Agency (NDIA) which states their supports, products and services required to be provided to the participant. This participant will decide with their family, carer or Local Area Coordinator (LAC) on which support coordinator to use to assist in finding the correct service providers to fulfil their requirements to the participants full potential through correct guidance.

Their job is to assist with deciding how funds are spent and where (developing a support plan for new participants), sourcing best prices per supports, negotiating with providers, finding quality providers (who also have correct policies, procedures, and forms in place) to suit the participant’s plan, plan budget monitoring, taking steps to resolve any issues, assisting with first service bookings and monitoring the participants yearly review of their support plan.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Support Coordination	Support Coordination – time-limited support that focuses on addressing barriers and reducing complexity in the support environment, while assisting the person to connect with supports and build capacity and resilience; and
Preventative	Designed to keep something undesirable, such as illness or harm from occurring.
Holistic	Characterised by the treatment of the whole person, considering mental and social factors, rather than just the symptoms of a disease.

Policy

Infinity Supports WA understands that dealing with participants who require support coordination comes at a risk to the participant, Infinity Supports WA ensures it meets all requirements to minimise all risks to participants.

Infinity Supports WA works with participants to implement a participant-centred support plan which is developed in relation with family, carers, and any other delegated members of the participants with their consent. This support plan covers the supports required for the participant, guaranteeing the best service delivery and quality as possible with minimised risks, and ensuring it’s within the budget set by the NDIA.

The support coordinator has specific responsibilities when it comes to the delivery of service. The initial meeting with a participant who has funding allocated for coordinating supports will involve the support coordinator. The coordinator is responsible for gathering the details of the participant and understanding the complexity of the participant’s needs. The coordinator will responsibly identify specific supports required for the participant and service providers who match the supports required by the participant which match their funding amounts and are in line with the participants (and their families/carers) agreement, wishes, goals and needs.

This responsibility extends to ensuring the safety of the participant, family, carers and providers by assessing the participant, their situation and referring participants to providers who are of quality and who provide services that cater to the participant who need special support considerations. For example:

- Participant’s prone to incidents or harm.
- Participant’s needing critical supports.
- Participant’s requiring crisis interventions.
- Participant’s needing preventative measures for crisis’, incidents, or critical situations.

Support Coordinators have a responsibility in identifying when someone with high needs must access Specialist Support Coordination.

Specialist Support Coordinators have responsibilities in aiming to decrease participants needs for specialist support coordination and promote for support coordination along with encouraging them to participate further in their own coordination of support. The specialist should be continually exercising choice and control for the participant throughout the service and should have a focus around the participant's goals and wishes, including the identified aims.

All Support Coordinators (including specialists) must avoid any situations that may pose a risk of conflict of interest.

Procedures

Infinity Supports WA implements a participant-based approach to assist participants in making the most out of their plans and funding while involving important persons of the participant.

Involvement

As per the Decision Making and Choice Policy and Procedure, all participants, families and delegated carers (with consent) should be included within the involvement and decision-making process with initiating services. This extends to support coordination, in the case that another service takes responsibility for the coordination of supports, Infinity Supports WA will ensure the provider has implementations of involvement; in the case that they don't, Infinity Supports WA will advocate on behalf of the participant and family. The participant and their family must be informed of all processes involved in the coordination of supports, along with providing any relevant information, both written and verbal about other services. The participant is required to be involved in all aspects of the planning process, and participants should be encouraged to have a say in every area possible when developing the participant-centred support plan.

When discussing with the participant, each support plan will include the clients' feelings, wants, strengths, weaknesses, and goals to ensure the plan is being maximised for the participant. This should be recorded in detail.

Evaluate

All participants go through an evaluation phase during the joining of Infinity Supports WA, this evaluation phase begins after an initial intake interview which can identify any issues. As per the Assessment, Planning and Review Policy and Procedure, an evaluation will begin within 5 working days of participant acceptance into the service. The assessment process includes what, how, when and where the client requires the supports to be delivered and will be reviewed consistently when changes or improvements are required. The point of the evaluation is to have a holistic overview of what the participant needs and wants regarding service and when this service needs to be implemented. Some participants may require having immediate responses based on their disability needs.

Evaluations will identify whether the client will require general support coordination or specialist support coordination. This can be identified using the following guide:

Who is it for:

Support Coordination – Participants who wish to develop the ability to coordinate their own supports. This is generally for high need participants.

Timeline:

Support Coordination - Can go up until their renewal of NDIS plan (12 months).

Objectives:

Support Coordination – Has broad objectives.

Goals:

Support Coordination – Has broad goals.

What's Included:

Support Coordination – Will support the participant in understand supports available, help with engagement and connection of the service, and will monitor and review for improvements. Used more as an assistive service to promote independence.

Planning

Infinity Supports WA will begin the planning process after the completion of the evaluation. The planning will be completed in correlation with the Assessment, Planning and Review Policy and Procedure. The participant and their nominated family member or carer will be involved in the completion of both the service agreement and support plan.

Infinity Supports WA will include a range of planning initiatives to develop a successful and practical plan:

1. Making sure Infinity Supports WA is covering every important aspect of care (both significant and minimal) for the participant.
2. Infinity Supports WA will be innovative in plan development.
3. Ensuring the development of the participants physical, mental, spiritual, and cultural and of utmost importance.
4. Retouching over the notes regarding the participant's goals, strengths, weaknesses, wants and feelings to make sure the participant is happy with this and include them within the plan wherever possible.
5. Including a timeline for achievement of goals and set out objectives for the participant.
6. Ensuring the goals and set out objectives are achieved and tracked by a person of Infinity Supports WA
7. Focusing on the participants quality of life.
8. Promote privacy, confidentiality, independence, and other principles Infinity Supports WA has implemented.
9. Implementing planning and implementation structures that are clear, easy to understand and precise.
10. Be understanding that conditions can change and will monitor for these changes.
11. If changes occur, review the current situations and how they can be improved to suit the participant.
- 12.

Coordination of Supports

Infinity Supports WA will implement the support plan and find the correct supports as identified within the plan.

Infinity Supports WA will start by using a range of resources to find the correct provider to suit the participant; these providers can be found by utilising the provider list supplied by the NDIA/NDIS Commission.

Infinity Supports WA will make an appointment with a provider and make an evaluation of the provider to ensure they fit the individual requirements, needs, goals, aspirations, hours, start dates and budget of the participant.

Infinity Supports WA will attend the meeting if the participant wishes to make sure things go well, acting as an advocate or resource for the participant or family (with consent) and the provider is a good fit for the participant. When advocating or acting as a resource, the support coordinator will need to make it clear on which one the coordinator is doing and on behalf of who.

Infinity Supports WA will assist in making the service agreements between the participant and the provider.

Once the participant has been linked to the service and supports have actively begun, the support coordinator will monitor the delivery of service to ensure it is adequate for the individual participant and is kept within the budget of the plan.

Monitoring and Review

Infinity Supports WA understands that each participant will need to be monitored and reviewed when service delivery takes place to ensure the participant's needs are met through their provider/s. Infinity Supports WA support coordinator will need to take on board a few different aspects to identify whether the provider is suitable or whether things can be improved:

1. What in the plan is not working and has to be changed?
2. Can the negatives be changed?
3. Is everyone involved in the plan development and plan delivery happy with what is involved within the plan?
4. Do they wish to make changes?
5. Is there anything that could be improved?
6. Will the participants already existing supports be affected? These supports can include social, community, developmental and other informal supports.
7. Will they have a good or bad effect on the participant if they are affected.
8. Have plans objectives been reached or show signs of being reached?
9. What are the positives of the plan? Is the plan working?

Failure to Attend or Cooperate

Participants, their family, and carers may delay processes of the support planning and support implementation if they fail to attend important meetings, are hard to contact and do not give providers particular permissions that may be imperative to service delivery.

Infinity Supports WA will record any non-conformities and inform to the participant, their family, and carers that if it continues, Infinity Supports WA can cease the coordination of supports or the providers

providing the service have the right to cease services. Infinity Supports WA will attempt to have at least 5 follow-ups with the participant, family members and carers to improve this before it comes down to cease of service.

Supporting Documents

Relevant documents relating to this policy and procedure:

- Assessment, Planning and Review Policy and Procedure 2.7
- Support Plan CF014
- Service Agreement. CF008

Infinity Supports WA can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers

Policy Review

Infinity Supports WA may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

3 Waste Management Policy and Procedure

Policy and Procedure

The Waste Management Policy and Procedure is utilised within Infinity Supports WA, is to ensure that all accessible waste produced by Infinity Supports WA, does not become a risk of injury for all relevant personnel and participants. Infinity Supports WA will establish protocols that will be adhered to by all workers, and ensure they possess an understanding of how to manage Infinity Supports WA waste, hazardous and infectious substances accordingly.

This extends to all employees and meets relevant laws and regulations and standards.

Definitions

Waste	Use or expend carelessly, extravagantly, or to no purpose.
Waste Management	Waste management (or waste disposal) includes the activities and actions required to manage waste from its inception to its final disposal. This includes the collection, transport, treatment and disposal of waste,



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	together with monitoring and regulation of the waste management process.
Hazardous	Risky; dangerous.
Infectious	(Of a disease or disease-causing organism) liable to be transmitted to people, organisms, etc. through the environment.
Personal Protective Equipment and Clothing (PPE)	PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment (RPE).
Infectious Disease	Infectious diseases are caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another.
Chemical Contamination	Chemical contaminants are chemicals toxic to plants and animals in waterways. The phrase 'chemical contamination' is used to indicate situations where chemicals are either present where they shouldn't be or are at higher concentrations than they would naturally have occurred.
Radiation	Radiation is energy given off by matter in the form of rays or high-speed particles. All matter is composed of atoms. Atoms are made up of various parts; the nucleus contains minute particles called protons and neutrons, and the atom's outer shell contains other particles called electrons.
Medical Waste	Definition of Medical Waste Medical waste is any kind of waste that contains infectious material (or material that's potentially infectious). This definition includes waste generated by healthcare facilities like physician's offices, hospitals, dental practices, laboratories, medical research facilities, and veterinary clinics.
Surgical Waste	The biological waste excised from a patient during surgery , which is disposed of in hazardous waste receptacles at the end of the procedure.
Sharps Waste	Sharps waste means any device having acute rigid corners, edges, or protuberances capable of cutting or piercing , including, but not limited to, all of the following: hypodermic needles, syringes, razor blades and scalpel blades.
Personal Protective Equipment (PPE)	Personal protective equipment (PPE) is clothing or equipment designed to be worn by someone to protect them from the risk of injury or illness. PPE can include... respiratory protective equipment. Eye and face protection, such as safety glasses and face shields.
Clinical Waste	Clinical or biohazard waste is that which is classified as having the potential to cause injury, infection and offence to the general population.
Pharmaceutical Waste	Pharmaceutical waste is drugs, remedies or medicine that have expired or are no longer required to treat a patient. Pharmaceutical waste poses a risk to people and the environment; therefore, cannot be disposed of as general waste. It has special handling, packaging and disposal requirements.

Policy

As Infinity Supports WA provides various aspects of services and support, it is only natural that waste will be produced. As well as general waste that will be produced by Infinity Supports WA's distribution of services, hazardous and infectious waste will also be generated.

Infinity Supports WA will ensure that all personnel understand and comply with the standards of the Waste Management Policy and Procedure. It is important that all personnel who will be in contact with any type of waste, acknowledges and understands the correct storage methods. This is to ensure that any potential risks, such as infections, are eliminated where possible. Established measurements and protocols of disposing of waste will be taught to all Infinity Supports WA relevant personnel.

It is essential that workers who are managing and handling waste disposals, do so wearing the correct Personal Protective Equipment and Clothing (PPE). By utilising the correct PPE, this will minimise risks of health and safety complications. These complications may result in effects to one's health by infectious disease, chemical contamination, and exposure to radiation. When a worker is participating in the handling of hazardous substances of disposal, the worker must be educated to safely and effectively maintain disposal. This will require the worker to follow instructions and training on the disposal of hazardous substances and safety gear (PPE).

Infinity Supports WA Emergency Plan addresses the management issues and incidents of clinical waste and hazardous substances.

Procedure

The Waste Management Procedure specifies the correct methods in which a person must dispose of different types of waste. As Infinity Supports WA is constantly providing care and services of NDIS support to participants, a range of waste will be distributed. It is probable that Infinity Supports WA will invent waste such as medical, surgical and sharps waste.

It is the responsibility of Infinity Supports WA workers to ensure the disposal of any waste are done so in the correct and safe method. Infinity Supports WA will ensure that workers are trained adequately and possess the knowledge of appropriate and safe waste disposal. Where a worker may be unable to dispose of the required waste, then the CEO/ Director of Infinity Supports WA must be notified immediately. The CEO/ Director will then ensure that the waste that a worker was unable to dispose of, has been attended to. Infinity Supports WA will establish and maintain an appropriate waste management structure that all workers need to adhere to.

A waste management plan will be established and implemented by Infinity Supports WA. The waste management plan will outline the specific type of waste and the litter that will be produced. Infinity Supports WA will establish and maintain an appropriate waste management structure that all workers need to adhere to. As well as outlining the specific waste that will be produced, additional methods that will be developed in the waste management plan should include the training and support of waste development, information on how to reduce waste, health and safety obligations of Infinity Supports WA and auditing. Additional information that should be included in the waste management plan is Waste Management training and support methods for the sorting, processing, distribution, handling, and recycling of waste from various corporate areas. Lastly, information on systems for contract managing should also be displayed in the plan.

Medical Waste

Medical Waste is commonly defined as any form of waste that has been utilised for medical purposes and has potential or present infectious material. Medical Waste is classified as an infectious matter for that reason. The classifications of medical waste are determined and established by the amount of infection that has contaminated the waste, rather than the actual object itself. When workers are handling medical waste, they must minimise the amount of waste they transport. Workers are expected to utilise disposable gloves, protective eyewear any other required Personal Protective Equipment (PPE) when handling the waste. This is to ensure that the risk of transferring any infectious matter into various bins. When handling and managing medical waste, the sealed top of the bag must be kept away from the body of the worker. Once the waste has been collected, it must be disposed of immediately. As well as utilising disposable gloves, protective eyewear must be worn. The circumstance in which a worker is expected to wear eye lenses is when a participant is displaying symptoms of transmittable infection.

When handling medical waste, there are important components to comply with. Workers must ensure that the medical waste is immediately placed into the council bin. The bag must not exceed two-thirds of its capacity and ensure that the bag is completely concealed, and the items are secured safely in place. Prior to sealing the bag, excess air must be eliminated, and compression of the waste inside should be avoided.

As stated in Section 2.6.3 of the Australian Dangerous Goods (ADG), all medical waste must be distributed into categories and are labelled.

Minimisation of Waste

Without reducing working standards, profitable outcomes, or the health of any of Infinity Supports WA workers, Infinity Supports WA must acknowledge how waste can be reduced. Strategies to minimise waste may involve recycling waste, where deemed safe and appropriate. Reduction of waste may also be a strategy. By conducting item replacements and modifications of waste, will enable minimisation of waste. Reuse of waste is also an adequate strategy that should be utilised where possible. However, reuse of waste should be done where it is deemed appropriate, safe, environmentally acceptable and efficient.

Minimum Fundamentals for Waste Disposal

The disposal of any hazardous or dangerous material generated by the services of Infinity Supports WA, must be operated and implemented in cooperation with the necessary workers and be focused on a process of hazard management used to plan and enforce hazardous waste disposal. Any contaminated or hazardous products must be disposed of correctly and abide by any set-out Waste Management guidelines, standards and protocols.

Waste Isolation

There are many different important aspects to maintain efficient waste management of Infinity Supports WA. By utilising various landfill sources of Infinity Supports WA waste will enable the effectiveness and efficiency of waste management. It is the responsibility of Infinity Supports WA to ensure that all waste is segregated upon disposal of waste. One method that will assist in maintaining isolation of waste is to implement training and knowledge to all workers on the waste procedures that are required. By maintaining and organising the waste produced by Infinity Supports WA, utilising

colour codes and labelling of the waste bags will assist with this. This is to ensure that all waste is placed in the correct location and cross-contamination of infectious or hazardous waste has not occurred.

Where there is detected hazardous waste and substances, the relevant safety data sheet should be reviewed and examined. This is to ensure that all workers are conducting the correct and safe handling of hazardous goods and chemicals.

Disposal of Waste

The Waste Management Policy and Procedure specify the management of surgical, medical and sharp waste, which is the most probable to be produced while distributing NDIS products by Infinity Supports WA. If waste is combined or contaminated with any of the landfills mentioned in this segment, it must be treated as infected or hazardous waste.

Where there is hazardous or medical substances and waste, workers of Infinity Supports WA must ensure that they are safely stored in the appropriate bag. When it is placed and secured in the bag, then it must be labelled to reflect what type of hazardous or medical goods are contained inside the bag. In the event waste needs to be free from deterioration, then it is important that this waste is frozen and preserved.

All waste and bins that are produced by Infinity Supports WA must be maintained and kept at a safe distance. A safe zone should be established for the storing of waste and bins. Infinity Supports WA should ensure that the waste safe zone has limited access.

Labelling Waste

It is essential that when distributing waste into the correct categories, labels are placed on the waste bags. Where there is medical and clinical waste present, it should be placed in a compact and disposable container. The label of clinical waste is known as UN3291.

When organising and disposing UN3291 clinical waste into disposable bags and containers, there are considerations that should be followed when doing so. It is important to ensure that the container is able to contain all liquids and ensure there is no spillage or leakage throughout the duration of transportation. Another consideration that should be taken into account is ensuring that all containers and bags are organised by colour codes and can be easily identified.

Infinity Supports WA will ensure that all portable and compact bins that have clinical waste present will be labelled, organised and placed in the correct category. Infinity Supports WA will adhere to the requirements of Codes of the Australian Dangerous Goods, which is stated in sections 5.2 and 5.3.

Where there is clinical or medical waste produced by Infinity Supports WA, that has been produced as a result of medical treatment to participants, the appropriate shipping name for waste of UN3291 is as listed below:

- "CLINICAL WASTE, UNSPECIFIED, N.O.S." or "(BIO) MEDICAL WASTE, N.O.S." or "REGULATED MEDICAL WASTE, N.O.S."

Sharps Waste

As sharps waste can be extremely dangerous to all individuals who are handling the waste, the appropriate PPE must be utilised. Not only is it dangerous as there are sharps objects; however, blood-

borne virus infections may affect anyone who does not adhere to the safety precautions of disposing sharps waste.

Various requirements should be considered and implemented, in the event sharps are found or utilised. The first requirement that should be adhered to is to ensure that all sharps are disposable and is out of reach of children, and only authorised and competent individuals can manage sharps. If for any reason there is suspicion of present sharps in general waste, then it is significantly important that hands or fingers are not used to retrieve the item. Instead, long-handled tongs or brushes are recommended to be utilised when salvaging the sharps. Another requirement is to ensure that the individual who initially took the sharps, must dispose of them as well. It is not acceptable for more than one person to dispose of sharps. A person should never remove the needle for a syringe that has been either used or not utilised. As well as ensuring the needle is not removed, it is also essential that all sharps are not broken, manipulated, or burnt. This will cause additional risk to an individual who is managing the waste. It is highly encouraged that all personnel adhered to the safety precautions when utilising all sharps, and that additional caution is present, as sharps are highly dangerous. Infinity Supports WA is committed to ensuring that all workers are competent and possess the knowledge and understanding of how to dispose and handle sharps waste accordingly.

Chemical Waste

Labelling

It is incredibly important that chemical waste containers are labelled and reflect the correct contents in the containers. All containers that are utilised for chemical waste should display the contact details and name of the Australian manufacturer.

All chemical waste will be categorised into the types of hazard classification they obtain. A clearly visible product description must also be shown, along with the appropriate and relevant hazard symbols and pictograms. If for any reason any of the labels or marking for the chemical waste have disappeared or is difficult to read, then a replacement must be made immediately.

There are three components of hazard classifications that can be utilised for categorising chemical waste. They are Corrosive, Flammable and Toxic. Corrosive substances are commonly known as substances such as hydraulic acid, nitric acid and sulfuric acid. It is commonly known as anything liquid, obtaining a pH of less than or equal to 2 or greater than or equal to 12.5. Flammable hazard classifications are any chemical waste are liquids that will burn. The last component is a toxic hazard classification. Waste containing dangerous microorganism, such as used syringes, is sometimes considered to be toxic waste. Poisoning occurs when toxic waste is ingested, inhaled, or absorbed by the skin.

Disposing of Chemical Waste

Chemical waste is commonly known as any solid, gaseous or liquid waste material, that if incorrectly disposed, can potentially pose substantial hazards to human health and the environment. As chemical waste can be highly dangerous to any individual who is managing it, all personnel must be competent and trained. When it is required to dispose of chemical waste, then it is significant personnel review and checks the tag as a guide on the utilisation of the chemicals involved. Any personnel who is in contact with chemical waste, ensure that they are utilising the correct and appropriate PPE. The recommended PPE for disposal of chemical waste is safety glasses and gloves and should be worn

before and after becoming into contact and handling waste. If the disposal is not conducted correctly, then a high risk of injury is present.

Pharmaceutical Waste

Labelling Pharmaceutical Waste

Like all waste, pharmaceutical waste must be labelled and ensure that the label is visibly seen to all. Where containers, packages or bags contain products and substances of pharmaceutical waste, then a label of 'PHARMACEUTICAL WASTE' must be placed and visible.



In the circumstance in which a container is utilised for sharps waste, then it must be labelled as so and must include the Division 6.2 label, as shown to the left. A marking of 'CLINICAL SHARPS' must also be clearly displayed on the sharp's container.

Disposing of Pharmaceutical Waste

When disposing of all pharmaceutical waste of Infinity Supports WA, it should be done so in a safe, appropriate and ecologically responsible manner. All personnel must ensure that any medication and/or remedies are labelled correctly and reflect the correct information and contents. Once they have been placed in the appropriate location and have been done so safely and correctly, then the pharmaceutical waste will be transported to a local pharmacist. The pharmacist will then ensure that the waste is obliterated and done so by utilising the correct protocols and guidelines set by the Return Unwanted Medicine service.

Many reasons contribute to the destroying of medicine and remedies of Infinity Supports WA. One of the principal components of that is due to the medication becoming expired and have exceeded their date of use. Another factor to consider is if the medication is unable to be utilised, and there are no further requirements to distribute that specific medication to a participant. The last thing to take into account when determining if the medicine needs to be destroyed is if it has been incorrectly dispensed and has potential risks.

Infinity Supports WA will provide details and information on various organisations that can be utilised for assisting in eliminating unwanted medicines. These organisations will be local pharmacies that are registered to accept the unsolicited pharmaceutical products.

The waste container that is utilised for sharp waste is developed to be resilient from any potential spillage, breakage, leakage and ensure that no items penetrate the container. The sharps container includes a handle, which assists with durability and stability when transporting. Like all containers and bins, a capacity indicator will be displayed on the exterior walls of the container and must be visible to all. All sharps that are being disposed of must be done so in an appropriate and approved sharps disposal container. All individuals who are handling sharps waste must be wearing the appropriate PPE. Protective eyewear and gloves should be worn when conducting tasks involving sharps.

Where a participant of Infinity Supports WA utilises any items that are considered sharp waste, then it is highly encouraged that they possess and maintain a sharps container. This is to ensure that all harmful items can be removed and that there is no potential risk of injury to both Infinity Supports WA' workers and participant. If for any reason a participant is unable to organise sharps container, then the workers of Infinity Supports WA will be supplied with a sharp's container. For correct disposal

of sharps where relevant, full sharps containers will be relocated to a local pharmacy, in which correct and adequate disposal will be conducted.

Only a sharps container must be utilised when disposing of all sharps waste. It is not acceptable or recommended that a worker uses items such as cardboard boxes, plastic bags, bottles or any other item that sharps waste may be placed. Not only is it a risk to the individual managing and handling the sharps waste, but it is also a risk that sharps potentially be placed into general household waste. This will then become harmful for community and council workers who will manage this waste in the future, if not placed in the correct location.

If it appears that the sharps waster is fulfilling capacity, then it is significantly important that workers are to remove immediately. They must not try to remove or push down the sharps waste, as an objective to create newfound space. As mentioned, all sharps containers require and must display visible labelling, and it is important that it is frequently washed.

Storage of Waste

All waste that is produced by Infinity Supports WA, as a result of distributing NDIS support and services, will be required to be stored in a waste area. The waste area will be established by Infinity Supports WA, and all personnel will possess an understanding of the location of each type of waste area. It is important that all waste areas established by Infinity Supports WA, are regularly cleaned and sanitised, and is free from any aromas and pests.

Infinity Supports WA shall provide an additional structure, such as shed garage, barrier, fenced area, or separate storage compartments for disposal if the waste produced by Infinity Supports WA if sufficient. This holding area will be isolated and away from the day to day operations. The structural and clinical recycle holding area may require refrigeration to prevent decomposition of the product if the material is not regularly taken.

Personal Protective Equipment and Clothing (PPE)

It is the responsibility and requirement of Infinity Supports WA to provide the appropriate and correct Personal Protective Equipment for all workers.

Workers must utilise PPE when managing and handling waste. Infinity Supports WA will ensure that all personnel are trained and understand the principals of PPE.

As well as ensuring that workers are utilising adequate PPE, the relevant waste contractors of Infinity Supports WA must also do so. They are also required to act following all Work Health and Safety standards.

Managing Spills and Leakage

To ensure that there is no risk of spills or leakage of any waste, then a disposal management process will be established and implemented by Infinity Supports WA. When a disposal management process has been created and agreed upon, it will need to be implemented onto the disposal management plan.

It is important that spill pads are easily accessible for all personnel who are managing waste and ensure that they are labelled accordingly. In the event a spillage or leak has occurred, then workers of

Infinity Supports WA must immediately attend, and resolve the situation. Workers must also have an adequate understanding of the disposal management process that is established of Infinity Supports WA. Workers must comply with the plan to ensure that all risks are eliminated.

Documentation

If an incident has occurred when managing any forms of Infinity Supports WA waste, then it must be immediately made aware and notified. The incident is to be reported in compliance with Infinity Supports WA' Incident Management Policy and Procedure.

If there has been a worker who has suffered injuries from needles or has become exposed to any type of bodily fluids or blood, then it is to be immediately reported. If further reference is required, Infinity Supports WA may utilise the Workplace Health and Safety Policy and Procedure.

Supporting Documents

Documents relevant to this policy and procedure include:

- Work Health and Safety Policy and Procedure 1.22
- Incident Management Policy and Procedure 2.12
- Risk Register RO7
- Medication Management Policy and Procedure 2.18
- Infection Control Policy and Procedure 1.14

Infinity Supports WA can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

Policy Review

Infinity Supports WA may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

Annexure 1

Attendance and Absenteeism Policy

Purpose

This Policy sets out what is expected of Infinity Support ('Infinity Support WA') employees in terms of their attendance at work, and what they are required to do if they are absent from work.

Commencement

This Policy will commence from 6th February 2023. It replaces all other attendance and absenteeism policies of Infinity Support WA (whether written or not).

Application of the Policy

This Policy applies to employees of Infinity Support WA. It does not form part of any employee's contract of employment.

Attendance

Regular attendance is essential to the efficient workflow and productivity of Infinity Support WA. An employee not attending for duty as required will not be paid for such time as they are absent from the workplace unless they are on authorised paid leave. Infinity Support WA may require the employee to make up any time lost due to an unauthorised non-attendance.

Absence

Employees must comply with any enterprise agreement or award that applies to their employment and deals with attendance or absence. They must also comply with any requirements set out in their contract of employment. This policy or any other Infinity Support WA policy concerning leave and absenteeism.

If an employee is absent for any reason, they must notify their supervisor or manager as soon as reasonably practicable, indicating the reason for the absence and extent of the anticipated absence. During absences extending more than one day, employees must contact their supervisor regularly to keep Infinity Support WA updated as to the circumstances of the employee's continuing absence. Where an employee finds that they cannot return to work as scheduled, they must notify their supervisor or manager as soon as possible.

Depending on the circumstances of the absence, the leave of absence may be approved, denied, paid or unpaid. Further, Infinity Support WA may require reasonable evidence (e.g. medical certificate or statutory declaration) to support the reason(s) for the absence. If such evidence is required, it must be supplied as soon as reasonably practicable.

Disciplinary action

Repeated late attendance or absence from work without a valid reason, proper notification or a failure to provide requested evidence to support the absence will be cause for disciplinary action, which may include termination of the employee's employment.

Variations

Infinity Support WA reserves the right to vary, replace or terminate this policy from time to time.

Domestic and Family Violence Leave Policy

1. PURPOSE

- 1.1 Infinity Support (“Infinity Support WA”) is committed to supporting employees experiencing domestic and family violence. Infinity Support WA recognises that employees sometimes face difficult situations in their work and personal life, such as domestic and family violence and that impact of domestic and family violence may extend to the work environment.
- 1.2 This Policy is intended to encourage employees who experience domestic or family violence to seek support and to allow an employee to continue to participate in the workforce and maintain their employment through a broad range of support.

2. COMMENCEMENT OF POLICY

- 2.1 This Policy will commence from 6th February 2023. It replaces all other domestic and family violence policies (whether written or not).

3. APPLICATION OF THIS POLICY

- 3.1 This Policy applies to employees of Infinity Support WA including casual employees. It does not form part of any employee’s contract of employment.

4. DEFINITIONS

- 4.1 **Family and domestic violence** means violent, threatening, or other abusive behaviour by a family member of an employee that seeks to coerce or control the employee and that causes them harm or to be fearful.
- 4.2 **Family member** means:
- (a) a spouse, de facto partner, child, parent, grandparent, grandchild, or sibling of the employee; or
 - (b) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee; or
 - (c) a person related to the employee according to Aboriginal or Torres Strait Islander kinship rules.
- 4.3 A reference to a spouse or de facto partner in the definition of family member in clause 4.2(a) includes a former spouse or de facto partner.

5. RESPONSIBILITIES

- 5.1 Managers will:
- (a) model Infinity Support WA values, including behaving in a way that promotes a work environment free from any form of violence;
 - (b) actively participate in domestic and family violence related learning and development activities to effectively communicate and manage any domestic violence arising in the workplace;
 - (c) encourage employees to actively participate in domestic and family violence related learning and development activities;
 - (d) sensitively communicate with employees affected by domestic and family violence;

- (e) take prompt and appropriate action to address any reports of employees affected by domestic and family violence;
- (f) ensure appropriate levels of support are provided to employees affected by domestic and family violence; and
- (g) ensure appropriate management of work performance and monitoring of attendance issues.

5.2 Employees will:

- (a) model Infinity Support WA values, including behaving in a way that promotes a work environment free from any form of violence;
- (b) actively participate in domestic and family violence related learning and development activities;
- (c) sensitively communicate with colleagues affected by domestic and family related violence;
- (d) ensure colleagues are aware of available support services and encourage colleagues to seek assistance.

6. SUPPORT FOR VICTIMS AND CARERS

6.1 Support will be provided to any employee who discloses that they are a victim of domestic and family violence, or that they are caring for a person who is a victim of domestic and family violence.

Documentation

6.2 Infinity Support WA acknowledges that employees affected by domestic and family violence may not be in a position to provide supporting documentation. An employee's access to leave and other support options should not be unreasonably denied in the absence of supporting documentation.

6.3 Any related communications should be conducted in a sensitive and non-judgmental manner. Any documentation sighted must be returned to the employee unless the employee requests otherwise.

7. LEAVE ENTITLEMENTS

*Access to domestic and family violence **unpaid** leave*

7.1 An employee of Infinity Support WA will be entitled to five (5) days per year of unpaid leave to deal with family and domestic violence.

7.2 The leave will be available in full at the start of each 12-month period of the employee's employment and the leave does not accumulate from year to year.

7.3 An employee may take unpaid leave to deal with family and domestic violence if the employee:

- (a) is experiencing family and domestic violence; and
- (b) needs to do something to deal with the impact of the family and domestic violence and it is impractical for the employee to do that thing outside their ordinary hours of work.

7.4 An employee must give Infinity Support WA notice of the taking of leave. The notice:

- (a) must be given to Infinity Support WA as soon as practicable (which may be a time after the leave has started); and
 - (b) must advise Infinity Support WA of the period, or expected period, of the leave.
- 7.5 An employee who has given Infinity Support WA notice of the taking of leave may be required to give evidence that would satisfy a reasonable person that the leave is taken for the purpose specified in clause 7.3.
- 7.6 The employee does not have to use other leave entitlements before accessing this leave. This leave can be taken as consecutive days, single days or part-days by agreement with Infinity Support WA
- 7.7 Infinity Support WA will take steps to ensure information concerning any notice an employee has given, or evidence an employee has provided under clause 7.5 is treated confidentially, as far as it is reasonably practicable to do so.
- 7.8 However, Infinity Support WA may be required to disclose information provided by an employee if the disclosure is required by an Australian law or is necessary to protect the life, health or safety of the employee or another person.

8. WORK PERFORMANCE AND ATTENDANCE

- 8.1 Work performance or attendance may be influenced by factors not connected with work. Employees will be supported and encouraged to raise concerns about their personal circumstances, including whether domestic and family violence is a contributing factor to work performance and attendance.
- 8.2 It may also be necessary to include additional support and provide reasonable workplace and role adjustments for a period of time. Regular reviews, a return-to-work plan and performance improvement process may still be required.

9. FLEXIBLE WORK ARRANGEMENTS

- 9.1 Infinity Support WA will provide employees affected by domestic and family violence with access to flexible work arrangements. Employees are encouraged to discuss their request for flexible work arrangements with their managers in the first instance.

10. OTHER WORKPLACE SUPPORT

- 10.1 Infinity Support WA may also consider the following:
- (a) workplace safety needs and arrangements to protect the employee and colleagues following a risk assessment, including increased security measures;
 - (b) supporting employees to have the workplace included in a Domestic Violence Order issued by the courts, where appropriate;
 - (c) providing other support and reasonable adjustments in the workplace, such as:
 - (i) job redesign or changes to duties;
 - (ii) changes to working hours or patterns of work;
 - (iii) alternative suitable employment in other teams, offices and locations;
 - (iv) changes to email address and telephone numbers; or

(v) secure parking.

11. PERPETRATORS OF DOMESTIC AND FAMILY VIOLENCE

- 11.1 Domestic and family violence is unacceptable in any setting, including the workplace.
- 11.2 Any employee of Infinity Support WA who perpetrates violence and abuse from the workplace, including by telephone, fax, mail, email, internet, or social media may be subject to disciplinary action.

12. DISCLOSURES OF DOMESTIC AND FAMILY VIOLENCE

- 12.1 All employees of Infinity Support WA have a right to choose whether, when and to whom they disclose information about being affected by domestic and family violence. This policy does not override any legal obligations to disclose information.
- 12.2 Information disclosed by an employee in relation to domestic and family violence will be kept confidential, except to the extent that disclosure is required or permitted by law.

Variations

Infinity Support WA *reserves the right to vary, replace or terminate this Policy from time to time.*

Employer Property Policy

13. PURPOSE

- 13.1** The purpose of this Employer Property Policy (Policy) is to outline the conditions under which property owned by Infinity Support ('Infinity Support WA') is provided to employees. The Policy outlines the responsibilities of employees in possession of Infinity Support WA's property and the expectations of Infinity Support WA with respect to the use of its property by employees.

14. COMMENCEMENT OF THE POLICY

- 14.1** This Policy will commence from 6th February 2023. It replaces all other policies dealing with employer property (whether written or not).

15. APPLICATION OF THE POLICY

- 15.1** This Policy applies to all workplace participants including employees and contractors who use Infinity Support WA property. It does not form part of any employee's contract of employment or a contractor's contract for services.

16. DEFINITIONS

- 16.1** 'Employer property' includes all forms of property of Infinity Support WA including tangible property (such as tools and equipment), and intangible property (such as intellectual property).

17. OBLIGATIONS OF EMPLOYEES

- 17.1** To the extent that the obligation is relevant to the type of Infinity Support WA property being used, each employee must:
- (a) use Infinity Support WA's property only for the purpose for which it was designed;
 - (b) take good care of Infinity Support WA's property and ensure it is properly maintained and serviced as directed;
 - (c) ensure that Infinity Support WA's property is used in accordance with any relevant operating instructions or procedures;
 - (d) refrain from modifying Infinity Support WA's property without prior written approval from Infinity Support WA;
 - (e) obtain prior written permission from Infinity Support WA if the employee wishes to use Infinity Support WA's property for non-work purposes (e.g., personal use);
 - (f) not remove employer property from Infinity Support WA's premises or designated storage places without the prior permission of the relevant manager or supervisor;
 - (g) not deliberately damage Infinity Support WA's property; and
 - (h) not place Infinity Support WA's property in circumstances where it could be stolen or damaged.

18. BREACH OF THE POLICY

- 6.1** Any breach of the obligations expressed in this Policy may result in disciplinary action up to and including termination of employment, or termination of a contract for services.

19. RETURN OF PROPERTY

- 19.1 On termination of employment (including by resignation), or as otherwise directed at any time, an employee must return all of Infinity Support WA's property immediately.
- 19.2 Such property must be returned in good working order and with all company information contained on such property intact.

20. DAMAGE TO PROPERTY

- 20.1** If any damage occurs to any property owned by Infinity Support WA as a result of:
- (a) an employee's serious and wilful misconduct;
 - (b) criminal activity;
 - (c) a breach of the obligations outlined in this Policy;
 - (d) the employee using the property for a non-work-related purpose without the consent of Infinity Support WA; or
 - (e) circumstances not arising in the course of, or in connection with, the employees employment,

Infinity Support WA may require the employee to reimburse Infinity Support WA to the value of any loss or damage suffered by Infinity Support WA or a third party which has been caused by the employee. This includes the retrieval of company information which has been deleted by the employee on company property.

Variations

Infinity Support WA *reserves the right to vary, replace or terminate this policy from time to time.*

First Aid Policy

21. PURPOSE

21.1 At Infinity Support ('Infinity Support WA') we consider the workplace health and safety of all persons in the workplace to be of utmost importance. This includes the provision of first aid personnel, supplies and facilities. The purpose of this policy is to provide a framework for the effective use of first aid facilities.

22. COMMENCEMENT OF POLICY

22.1 This policy will commence on and from 6th February 2023. It replaces all other Infinity Support WA First Aid Policies (whether written or not).

23. APPLICATION OF THIS POLICY

23.1 This policy applies to employees, agents, volunteers or work experience student and contractors (including sub-contractors and temporary contractors) of Infinity Support WA, collectively referred to in this policy as '**workplace participants**'. This policy does not form part of any employee's contract of employment, nor does it form any other workplace participant's contract for service.

24. FIRST AID OFFICERS

24.1 Infinity Support WA first aid officers are:

- Anand Sekar

25. DUTIES

25.1 All workplace participants have a duty to take 'reasonable care' for their own safety as well as the safety of others while performing their work.

25.2 All workplace participants have the following duties:

- take reasonable care for their own health and safety;
- take reasonable care not to adversely affect the health and safety of others;
- comply with any reasonable instructions given by Infinity Support WA to allow Infinity Support WA to comply with its duties; and
- co-operate with any reasonable policy or procedure relating to health and safety at the workplace.

26. FIRST AID SUPPLIES

Use of First Aid Supplies

26.1 The first aid supplies may be used as required by workplace participants in consultation with a designated first aid officer.

26.2 All illnesses and injuries should be reported to a first aid officer if they involve using the first aid supplies or the first aid room. Employees should also fill out the register of injuries if they are injured at work.

26.3 Misuse of the first aid supplies will be considered to be a breach of this policy and may result in disciplinary action being taken against the workplace participant.

First Aid Supplies Low

26.4 If a workplace participant notices that the first aid supplies are low, this should be reported to a designated first aid officer so an order can be placed and supplies re-stocked.

27. FIRST AID ROOM

Use of First Aid Room

27.1 The first aid room is provided by Infinity Support WA for the use of workplace participants who are ill or injured. If a workplace participant becomes ill or is injured whilst at the workplace, then the first aid room is available for that purpose.

27.2 The first aid room is to be kept locked at all times except when an ill or injured workplace participant is using the room. This reduces the likelihood of theft of or tampering with medications, first aid supplies and equipment.

27.3 The designated first aid officer(s) keep keys to the first aid room. If a workplace participant needs to use the room, then they should inform a first aid officer who can allow access to the room and monitor the workplace participant's condition whilst at the workplace.

27.4 Misuse of the first aid room and/or first aid equipment will be considered to be a breach of this policy and may result in disciplinary action being taken against the workplace participant.

28. WORKPLACE INJURIES

28.1 All injuries that occur in the workplace should be reported to one of the designated first aid officers.

28.2 This enables treatment to be provided if required and enables Infinity Support WA to maintain a database of injuries that have occurred to assist in identifying hazards and managing workplace injuries and meet its reporting obligations to various bodies.

Variations

Infinity Support WA reserves the right to vary, replace or terminate this Policy from time to time.

Flexibility Policy

29. PURPOSE

29.1 Infinity Support ('Infinity Support WA') acknowledges that employees need to be able to achieve an effective balance between their work and outside-work commitments. Outside-work commitments may include family and carer responsibilities, further education, and involvement in various community organisations and activities.

30. COMMENCEMENT OF POLICY

30.1 This Flexibility Policy (Policy) will commence from 6th February 2023. It replaces all other Work/Life Balance or Flexibility Policies (whether written or not).

31. APPLICATION OF THE POLICY

31.1 This Policy applies to employees of Infinity Support WA.

31.2 This Policy does not form part of any employee's contract of employment.

32. ACHIEVING WORKPLACE FLEXIBILITY

32.1 Achieving an optimum work/life balance is beneficial in maintaining high productivity at work.

32.2 To help achieve and maintain an effective work/life balance, Infinity Support WA may give consideration to a range of flexible working arrangements, leave entitlements and other forms of assistance which are aimed at meeting the needs of both the organisation and its employees who have outside-work commitments.

32.3 As part of Infinity Support WA's desire to achieve and obtain optimal flexibility in the workplace, Infinity Support WA acknowledges its obligations under workplace legislation to consider an employee's requests for flexible working arrangements.

32.4 Consideration will be given to all requests made for flexible working arrangements, however the particular categories of employees that may eligible under the *Fair Work Act 2009* (Cth) to request flexible working arrangements are:

- (a) employees 55 years of age or older;
- (b) an employee with a disability;
- (c) an employee who is the parent of or has the responsibility of caring for, a child who is of school age or younger;
- (d) a carer (within the meaning of the *Carer Recognition Act 2010* (Cth))
- (e) an employee who is experiencing violence from a member of the employee's family; and
- (f) an employee who provides care or support to a member of their immediate family or household, who requires care or support because they are experiencing violence from the member's family.

32.5 Furthermore, notwithstanding clause 4.4, an employee is not entitled to make a request for flexible working arrangements under the FW Act unless the employee has been employed with Infinity Support WA for at least 12 months of continuous service (or for casual employees, whether they have been employed for at least 12 months on a regular and systematic basis and have a reasonable expectation that the employment will continue in the same manner).

- 32.6 However, employees making a request under the *Equal Opportunity Act 2010 (Vic)* do not need to serve any minimum period before becoming eligible to submit a flexibility request.
- 32.7 The list below notes some flexible work arrangements that may be considered. However, Infinity Support WA retains the discretion to consider each case separately, and on its individual merits.
- 32.8 The range of flexible working arrangements that may be considered is as follows:
- (a) part-time work;
 - (b) part-time work after resuming from parental leave;
 - (c) casual work;
 - (d) job sharing;
 - (e) variable starting and finishing times;
 - (f) time off in lieu after extra hours have been worked;
 - (g) annualised working hours, where working hours are varied according to workloads but averaged out over each 6-month period;
 - (h) working from home on either a permanent or occasional basis;
 - (i) phasing in to retirement;
 - (j) career breaks, for employees who have completed a specified period of service with the business; and
 - (k) other arrangements reasonably proposed by employees.

33. ASSESSMENT

- 33.1 In assessing any request, Infinity Support WA will take into account the facts and circumstances of each case, the requirements of the business and any other relevant factor, including (but not limited to) whether:
- (a) the proposed working arrangement requested by the employee would be too costly for Infinity Support WA;
 - (b) there is the capacity to change the working arrangements of other employees to accommodate the proposed working arrangements requested by the employee;
 - (c) it would be practical to change the working arrangements of other employees, or recruit new employees in order to accommodate the proposed working arrangements requested by the employee;
 - (d) the proposed working arrangements requested by the employee would be likely to result in significant loss in efficiency or productivity;
 - (e) the proposed working arrangements requested by the employee would be likely to have a significant negative impact on customer service.

It is important to note that the above list is not exhaustive and there may be other reasons Infinity Support WA has that could be taken to be reasonable business grounds in refusing a request for a flexible working arrangement.

34. FURTHER INFORMATION

34.1 Further information for employees, including information kits, is available from Anand Sekar.

Variations

Infinity Support WA reserves *the right to vary, replace or terminate this policy from time to time.*

Gender Equality In The Workplace Policy

1. PURPOSE

1.1 Infinity Support ('Infinity Support WA') aims to fulfil its obligations under the *Workplace Gender Equality Act 2012* (Cth) ('the Act'), by developing and implementing a workplace program which will attempt to eliminate discrimination and contribute to gender equality in employment and in the workplace.

2. COMMENCEMENT OF POLICY

2.1 This Policy will commence from 6th February 2023. It replaces all other Gender Equality policies of Infinity Support WA (whether written or not).

3. APPLICATION OF THE POLICY

3.1 This Policy applies to employees, agents, and contractors (including temporary contractors) of Infinity Support WA, collectively referred to in this Policy as 'workplace participants'.

3.2 This Policy does not form part of any employee's contract of employment. Nor does it form part of any other workplace participant's contract for services.

4. AIM OF GENDER EQUALITY IN THE WORKPLACE

4.1 Infinity Support WA aims to provide and improve gender equality in the workplace. To enable a workplace which promotes equality, Infinity Support WA will aim to remove any barriers that prevent women in our workplace from achieving equality.

4.2 This action does not mean that a quota system will be put in place or that men will be discriminated against. What it does mean is that Infinity Support WA will aim to base employment and contractual decisions, such as recruitment and promotion, on the principle of merit.

4.3 Infinity Support WA aims to eliminate discrimination on the basis of gender in relation to employment matters and Infinity Support WA encourages a workplace where Infinity Support WA and its employees are able to consult on issues concerning gender equality in employment and in the workplace.

4.4 These actions are about attempting to achieve the potential of all workplace participants. It has direct benefits throughout the organisation. These benefits include increased productivity, increased morale, reduced absenteeism, and higher retention rates of employees. For these reasons, actions in this area have been incorporated into Infinity Support WA's strategic plan.

5. REPORTS WITH THE WORKPLACE GENDER EQUALITY AGENCY

5.1 Infinity Support WA commitment to support gender equality in the workplace will be monitored by providing a report containing information relating to Infinity Support WA gender equality indicators.

5.2 The gender equality indicators that Infinity Support WA may report on are:

- gender composition of the workforce;
- gender composition of governing bodies of relevant employers;
- equal remuneration between women and men;
- availability and utility of employment terms, conditions and practices relating to flexible working arrangements for employees and to working arrangements supporting employees with family or caring responsibilities;
- consultation with employees on issues concerning gender equality in the workplace; and
- any other matters specified in an instrument made by the Minister.

6. FURTHER INFORMATION ABOUT GENDER EQUALITY IN THE WORKPLACE

- 6.1 For further information about Infinity Support WA's actions towards gender equality in the workplace, contact a Member of the EEO Committee or the Human Resources Department.

Variations

Infinity Support WA reserves the right to vary, replace or terminate this policy from time to time.

Parental Leave Policy

35. BACKGROUND

35.1 This Policy deals with unpaid parental leave which is governed by:

- a) the *Fair Work Act 2009* (Cth) (**'FW Act'**);
- b) the Australian Government Paid Parental Leave scheme governed by the *Paid Parental Leave Act 2010* (Cth) (**'PPL Act'**) incorporating changes as a result of the *Paid Parental Leave and Other Legislation Amendment (Dad and Partner Pay and Other Measures) Act 2012* (Cth);
- c) the *Fair Work Amendment Act 2013* (Cth); and
- d) where applicable company funded paid parental leave.

35.2 Infinity Support ('Infinity Support WA') provides parental leave in accordance with the aforementioned legislation, as varied from time to time.

35.3 Parental leave is a general term encompassing birth-related and adoption-related leave.

36. COMMENCEMENT OF POLICY

36.1 This Policy will commence from 6th February 2023. It replaces all other parental leave policies (whether written or not), however, it does not create or confer any obligation, entitlement or benefit on any employee who is on parental leave at the time this Policy came into operation.

37. APPLICATION OF THIS POLICY

37.1 This Policy applies to employees of Infinity Support WA. It does not form part of any employee's contract of employment.

37.2 This Policy largely summarises the National Employment Standards on parental leave contained in the FW Act but is not intended to override that standard or provide any legal entitlements.

38. DEFINITIONS

38.1 **'Appropriate safe job'** is a job that has the same ordinary hours of work as the employee's present position, or a different number of hours, as agreed to by the employee.

38.2 **'Base Rate of Pay'** means the rate of pay the employee receives for their ordinary working hours. It does not include any of the following:

- a) Incentive based payments and bonuses;
- b) Loadings;
- c) Monetary allowances; and
- d) Overtime or penalty rates.

38.3 **'Child'** includes an adopted child, stepchild, and an adult child.

38.4 **'Dad and Partner Pay'** is a one-off payment made to eligible fathers and partners that relates to a period of up to 2 weeks. The period is called the person's DAPP period. The person's DAPP period may be the full 2 weeks or a lesser period.

- 38.5 **'De facto partner'** means a person who, although not legally married to the employee, lives with the employee in a relationship as a couple on a genuine domestic basis (whether the employee and the person are of the same sex or difference sexes) and includes a former de facto partner of the employee.
- 38.6 **'Employee couple'** means two employees who are spouses or de facto partners of each other.
- 38.7 **'Immediate family'** means:
- (a) a spouse, de facto partner, child, parent, grandparent, grandchild, or sibling of the employee; or
 - (b) a child, parent, grandparent, grandchild or sibling of a spouse or de facto partner of the employee.
- 38.8 **'PPL instalments'** are the payments made to the employee pursuant to the Australian Government Paid Parental Leave scheme which provides eligible working mothers and initial primary carers paid leave for the duration they are not working, to a maximum of 18 weeks at the National Minimum Wage.
- 38.9 **'Spouse'** includes a former spouse, a de facto spouse, or a former de facto spouse.

39. ELIGIBILITY FOR PARENTAL LEAVE IN ACCORDANCE WITH THE FW ACT

- 39.1 An employee, other than a casual employee, will be eligible to take unpaid parental leave if the employee has (or will have) completed at least 12 months' continuous service with Infinity Support WA immediately before:
- a) the date of birth of the child, or expected date of birth (for birth-related leave); or
 - b) the day of placement of the child or expected day of placement (for adoption-related leave).
- 39.2 For employees accessing adoption-related leave, the child must, at the day of placement or expected day of placement:
- a) be under 16;
 - b) not have lived continuously with the employee for at least 6 months; and
 - c) not be a child of the employee's spouse or de facto partner.

Casual employees

- 39.3 A casual employee will be eligible to take unpaid parental leave if:
- a) the employee has been (or will be) employed by Infinity Support WA on a regular and systematic basis for a sequence of periods of employment during a period of at least 12 months prior to the taking of parental leave; and
 - b) would have a reasonable expectation of employment by Infinity Support WA on a regular and systematic basis but for the birth, the expected birth, the placement, or the expected placement.
- 39.4 Eligibility for all employees is also subject to employees meeting the relevant documentation requirements outlined below.

40. CONCURRENT LEAVE

Concurrent leave from date of birth

- 40.1 If an employee wishes to take a period of leave at the same time as their spouse, that concurrent period must not be for more than 8 weeks, which may be taken from the date of birth (for birth-related leave) or the day of placement (for adoption-related leave) (Concurrent Leave). Employees must give 10 weeks' notice of their intention to take concurrent parental leave and the concurrent leave is deducted from the total entitlement to unpaid parental leave. Infinity Support WA may extend the period of Concurrent Leave at its discretion.

Extended concurrent leave following the birth

- 40.2 If an employee wishes to take a longer period of concurrent leave or take multiple periods of concurrent leave at the same time as their spouse, that concurrent period must not be for more than 8 weeks, which may be taken from the date of birth (for birth-related leave) or the day of placement (for adoption-related leave) (Short Parental Leave) or in periods of at least two weeks each with four weeks' notice for the second and subsequent periods.

41. PERIOD OF PARENTAL LEAVE – THE 12 MONTH LIMIT

- 41.1 Except as noted below, the amount of parental leave that an eligible employee is entitled to take is 12 months (***the Guarantee Period***), less any leave taken as outlined below:
- a) any period of leave that the employee has taken concurrently with the other member of the employee couple;
 - b) any period of parental leave taken by the employee's spouse;
 - c) any period of birth-related leave the employee has been required to take under the 'Timing of Parental Leave' section of this Policy;
 - d) any period of paid leave the employee has taken while taking unpaid parental leave (called the '**Deducted Leave**').
- 41.2 An employee may not take paid personal/carer's leave or be paid community service leave while taking unpaid parental leave.

Continuous period

- 41.3 With the exception of special maternity leave, concurrent leave and keeping in touch days, any parental leave taken must be taken in one continuous period unless otherwise agreed between Infinity Support WA and the employee.

42. EXTENDING UNPAID PARENTAL LEAVE WITHIN THE GUARANTEE PERIOD

- 42.1 An employee who initially applied for a period of less than the Guarantee Period may extend once, without requiring the consent of Infinity Support WA, the period of unpaid parental leave by giving Infinity Support WA written notice of the extension at least 4 weeks before the end of the original leave period (***the First Extension***).
- 42.2 The notice must specify the new end date for the First Extension. The total period of leave, including the First Extension and all Deducted Leave, must not total more than 12 months.
- 42.3 During the Guarantee Period, if an employee wishes to extend their period of parental leave after the First Extension, they may do so only with Infinity Support WA's consent.

43. EXTENDING UNPAID PARENTAL LEAVE FOR UP TO AN ADDITIONAL 12 MONTHS AFTER THE EXPIRATION OF THE GUARANTEED PERIOD

- 43.1 An employee may request that their period of unpaid parental leave be extended for up to an additional 12 months following the expiry of the Guarantee Period (*the Extended Leave Period*).
- 43.2 In order to request an extension past the Guarantee Period, the employee must submit the request in writing to Infinity Support WA at least 4 weeks before the end of the Guarantee Period. That request must include any particulars nominated by Infinity Support WA.
- 43.3 Employees should be aware that Infinity Support WA does not have to grant the request for the Extended Leave Period. Infinity Support WA is entitled to refuse the request on reasonable business grounds. If Infinity Support WA refuses the request, it will write to the employee detailing the reasons for the refusal.
- 43.4 A member of an employee couple who wishes to request the Extended Leave Period must also specify in their request:
- a) the length of the proposed extension;
 - b) the amount of unpaid parental leave that the other member of the employee couple has taken up to the time of making the request;
 - c) the amount of time that the other member proposes to take after submission of the request;
 - d) that they will be responsible for the care of the child during the Extended Leave Period;
 - e) that the amount of Extended Leave Period for the couple will not exceed 12 months.

44. REDUCING UNPAID PARENTAL LEAVE

- 44.1 If Infinity Support WA agrees, an employee whose period of unpaid parental leave has started may reduce the period of unpaid parental leave he or she takes.

45. TIMING OF PARENTAL LEAVE

[Birth-related leave](#)

- 45.1 Birth-related leave for a female employee who is pregnant may start up to 6 weeks before the expected date of birth of the child. Otherwise, the employee's leave must not start later than the day of the birth of the child, or immediately after the parental leave of their spouse.
- 45.2 Infinity Support WA may ask that the pregnant employee provide a medical certificate or other evidence that would satisfy a reasonable person stating:
- a) that the employee is fit for work, and
 - b) if the employee is fit for work — whether it is inadvisable for the employee to continue working, considering illness or risks arising out of the pregnancy or hazards connected with the position.
- 45.3 Infinity Support WA may require the pregnant employee to take unpaid parental leave during the 6-week period before the expected date of birth if:
- a) the employee has not provided the requested medical evidence within 7 days after the request; or

- b) the employee has provided the medical evidence, but the evidence states that it is inadvisable for her to continue in her present position during the stated risk period, and there is no safe job available to transfer the employee to.

Adoption-related leave

- 45.4 Any employee who applies for and is granted unpaid adoption-related leave must, as a condition of the leave, start the leave on the day of the placement of the child. However, if the other member of the employee couple has responsibility for the care of the child from the day of the placement, the employee may take the unpaid adoption related leave from the date their partner's leave finishes.
- 45.5 An employee may also access up to 2 days' unpaid pre-adoption leave if required to attend an interview or an examination in order to obtain approval for the adoption and the employee cannot take some other form of leave.

46. NOTICE AND EVIDENCE

- 46.1 An employee who wishes to take parental leave must submit a Request for Parental Leave Form to Infinity Support WA to provide notice of the intention to take parental leave and the intended start date and end dates of the leave:
 - a) at least 10 weeks before starting the leave, or
 - b) if 10 weeks' notice is not practicable, as soon as is practicable.
- 46.2 At least 4 weeks before the intended start date, an employee is required to confirm their intended start and end dates of the leave.
- 46.3 Infinity Support WA will consider the request and whether the employee is eligible for leave and will, advise the employee whether the request is granted or declined.
- 46.4 At the time an employee submits a request for parental leave, they must, if requested, give Infinity Support WA evidence of:
 - a) the date of birth/expected date of birth — (for birth-related leave); or
 - b) the day of placement/expected day of placement and that the child is or will be under 16 as at this day (for adoption-related leave).
- 46.5 If any of the information provided by an employee who applies for parental leave changes, the employee must notify Infinity Support WA of the change as soon as practicable.

47. ENDING UNPAID PARENTAL LEAVE

- 47.1 An employee who takes parental leave should be aware that Infinity Support WA may give the employee 4 weeks' notice directing the employee to return to work if the employee ceases to be responsible for the care of the child.

48. UNPAID SPECIAL MATERNITY LEAVE

- 48.1 Special Maternity Leave is leave taken by a female employee because she is suffering from a pregnancy related illness or whose pregnancy ended (other than by the birth of a living child) within 28 weeks of the expected date of birth.
- 48.2 Special Maternity Leave can arise during pregnancy (in circumstances of pregnancy-related illness) or at the end of pregnancy if the pregnancy ends other than by the birth of a living child.

- 48.3 An employee who wishes to apply for unpaid special maternity leave should submit a Request for Leave form together with a medical certificate outlining the period of the absence.

Special maternity leave taken does not affect an employee's entitlement to unpaid parental leave or the "guarantee period" of parental leave.

49. TRANSFER TO A SAFE JOB

- 49.1 Infinity Support WA may direct a pregnant employee to provide medical information concerning her pregnancy to determine whether it is safe for the employee to perform her position and/or work during her pregnancy.

- 49.2 If an employee provides a medical certificate stating that she is unfit to work, she may be entitled to unpaid special maternity leave, as outlined above. Alternatively, Infinity Support WA will consider appropriate arrangements having regard to the particular circumstances.

- 49.3 If an employee provides a medical certificate stating that she is fit to work, but that it is inadvisable for her to continue in her present position because of illness, or risks arising out of her pregnancy, or hazards connected with that position, Infinity Support WA:

- (a) may transfer the employee to a safe job if there is an appropriate safe job available. The employee's terms and conditions of employment will otherwise remain unchanged; or
- (b) may require the employee to take paid leave. The paid leave will cease at the end of the risk period in the medical certificate, when the employee gives birth, or when the pregnancy otherwise ends. This leave will be paid at the base rate of pay for the employee's ordinary hours in the risk period.

- 49.4 In the event that an employee who:

- (a) is not eligible to take a period of unpaid parental leave; and
- (b) is unable to perform their job; and
- (c) there is no 'safe job' to be transferred into;
- (d) then they will be entitled to take a period of unpaid 'no safe job' leave.

- 49.5 In the event that an employee who:

- (a) is eligible to take a period of unpaid parental leave; and
- (b) is unable to perform their job; and
- (c) there is no 'safe job' to be transferred into;
- (d) then they will be entitled to a period of paid 'no safe job' leave.

- 49.6 In order to be entitled to transfer to a safe job and/or 'no safe job' leave (paid or unpaid) in these circumstances, must comply with the documentation requirements outlined in this Policy.

50. RETURN TO WORK FROM PARENTAL LEAVE

- 50.1 Upon return to work from parental leave, the employee is entitled to:

- (a) return to the position that they held immediately before going on parental leave; or
- (b) if the employee was promoted or voluntarily transferred to a new position during the period of parental leave, be employed in the new position; or
- (c) if, before commencing parental leave, the employee began working part time because of her pregnancy (or because of his spouse or de facto partner's pregnancy) or was transferred to a safe job because of her pregnancy, to the position the employee held immediately before working part time or being transferred to a safe job; or
- (d) if that position no longer exists, an available position for which the employee is qualified and suited nearest in status and pay to the pre-parental leave position.

51. REQUEST FOR FLEXIBLE WORKING ARRANGEMENTS

- 51.1 An employee that has returned from parental leave may request in writing a flexible working arrangement.
- 51.2 The employer will consider the request and respond in writing within 21 days to advise the employee of the outcome of the request.
- 51.3 Flexible working arrangements may take any form but typically relate to the hours of work and arrangements for the performance of work including examples such as the timing of meal breaks, span of hours, a temporary or permanent shift to part-time employment or working from home arrangements.

52. REPLACEMENT EMPLOYEES

- 52.1 Infinity Support WA may engage a temporary replacement for an employee who is on parental leave. The replacement employee will be advised that the engagement to do that work is temporary and advised of the employee's right to return to their former position.

53. 'KEEPING IN TOUCH IN TOUCH DAYS' DURING PARENTAL LEAVE

- 53.1 An employee on parental leave may return to the workplace and perform work during the period of parental leave for the purposes of keeping in touch with work.
- 53.2 The employee must not take more than ten 'keeping in touch days' during a period of paid parental leave.
- 53.3 An employee must be paid as they normally would during the keeping in touch days.
- 53.4 Employees may work ten 'keeping in touch days' in a row or spread them out and take them individually.
- 53.5 Keeping in touch days must be taken at least 42 days after the birth of the child. An employee can apply to their employer to take the 'keeping in touch days' earlier than 42 days after the birth of the child. If an employee requests a keeping in touch day earlier than 42 days, it cannot be taken earlier than 14 days after the birth.

54. CONTACT DURING LEAVE

- 54.1 Infinity Support WA may be required to consult with employees whilst they are on parental leave about significant work matters that directly impact on them. It is therefore important that an employee informs Infinity Support WA of their contact details no less than 2 weeks before the commencement of leave and as and when those details change during the period of parental leave.

55. OBLIGATIONS DURING LEAVE

- 55.1 The employee must not engage in any conduct during the period of parental leave which is inconsistent with the employee's contract of employment or their general employee obligations to Infinity Support WA. This includes but is not limited to engaging in other employment and using or disclosing confidential information.
- 55.2 Employees can also obtain further guidance regarding their entitlements to parental leave and obligations to Infinity Support WA during any period of parental leave from Human Resources.

56. PAID PARENTAL LEAVE UNDER THE PPL ACT

- 56.1 An employee may be entitled to paid parental leave in accordance with the *Paid Parental Leave Act 2010 (Cth)* ('PPL Act')
- 56.2 The PPL Act is an Australian Government scheme which provides eligible working mothers and initial primary carers paid leave for the duration they are not working, to a maximum of 18 weeks at the National Minimum Wage ('PPL Instalments').
- The PPL scheme also provides eligible working dads or partners (including adopting parents and same-sex couples) to receive up to two weeks' pay at the National Minimum Wage after the birth of their baby if born or adopted.
- 56.3 Eligible working dads or partners must not be working during this time or must be on unpaid leave.
- 56.4 Employees are required to make their own request for PPL Instalments and/or DAPP to the Department of Human Services who will make an independent assessment of an employee's eligibility. More detailed information can be found at the Department of Human Services website.
- 56.5 Employees are encouraged to obtain independent advice in relation to the Australian Government's PPL scheme.

57. CONTINUITY OF SERVICE AND ACCRUALS

- 57.1 Any period of parental leave does not break an employee's continuity of service. However, a period of parental leave does not count as service for the calculation of entitlements and benefits. This includes calculation of payment in lieu of notice, redundancy/severance payments and bonuses and incentives.
- 57.2 During the period of time while the employee is absent from work on parental leave and receiving PPL Instalments, the employee will not accrue any form of paid leave including annual leave, personal carers leave and long service leave.
- 57.3 The PPL Act provides for 'Keeping in Touch' days which allow an employer and an employee to agree upon attendance of up to a maximum of 10 occasions whilst on parental leave make-up pay without affecting the break of unpaid parental leave. Employees who extend their unpaid leave by 12 months are entitled to a further 10 'Keeping in Touch' days.
- 57.4 Employees may request 'Keeping in Touch' days a fortnight from the birth or placement of their child but requires the employer to wait 42 days before asking the employee for such a day.
- If an employee works on a 'Keeping in Touch' day, that employee is entitled to payment under their relevant contract or industrial instrument.

58. FORMS

58.1 The forms referred to in this Policy can be obtained from Human Resources.

Variations

Infinity Support WA reserves the right to vary, replace or terminate this policy from time to time.

Vehicle Safety Policy

59. PURPOSE

59.1 Infinity Support ('Infinity Support WA') promotes a safe workplace. This policy ensures measures are taken for employees using their own vehicles for work purposes.

60. COMMENCEMENT OF THE POLICY

60.1 This Policy will commence from 6th February 2023. It replaces all other vehicle safety policies (whether written or not).

61. APPLICATION OF POLICY

61.1 This policy applies to employees, agents, contractors (including temporary contractors) and 'workers' as otherwise defined under relevant OHS/WHS legislation of Infinity Support WA, collectively referred to in this Policy as 'workplace participants'.

61.2 This policy does not form part of a workplace participant's contract of employment. Nor does it form any part of any other workplace participant's contract for service.

62. CODE OF CONDUCT

62.1 Whilst driving vehicles for work purposes, workplace participants must hold a current driver's licence, comply with the road traffic legislation, be conscious of road safety and demonstrate safe driving. The following actions occurring in whilst driving a vehicle for work purposes will be viewed as serious breaches of conduct:

- a) drinking or under the influence of alcohol or drugs while driving;
- b) driving while disqualified, or not correctly licensed;
- c) reckless or dangerous driving causing death or injury;
- d) failing to stop after a crash;
- e) demerit points suspension; or
- f) any actions which warrant suspension of a licence.

62.2 Such conduct may result in disciplinary action, up to and including termination of your employment or contract for services.

63. RESPONSIBILITIES AS A WORKPLACE PARTICIPANT

63.1 Responsibilities as a workplace participant include:

- (a) Conducting a pre-operation check using the Vehicle Safety Checklist;
- (b) Holding a current driver's licence for the class of vehicle they are driving;
- (c) Immediately notifying your supervisor or manager if your driver's licence has been suspended, cancelled or has had limitations placed upon it;
- (d) Being responsible and accountable for your actions when operating vehicles;

- (e) Displaying the highest level of professional conduct when driving motor vehicles;
- (f) Assessing hazards while driving and anticipate 'what if' scenarios;
- (g) Driving within the legal speed limits, including driving for the conditions;
- (h) Wearing a seat belt at all times and ensure passengers/participants wear a seatbelt;
- (i) Complying with traffic legislation when driving a vehicle for work;
- (j) Paying all parking and traffic infringements and penalties relating to the use of the vehicle;
- (k) Reporting all driving and traffic offences (including accidents) to Infinity Support WA;
- (l) Regularly checking the oil, radiator and battery levels, and tyre pressure of company vehicles they regularly use and complete the Vehicle Safety Checklist; and
- (m) Ensure the vehicle is registered and appropriately insured;
- (n) Reporting any damages from hits, crashes, or scrapes to your manager, including those which do not result in injury.

63.2 In addition it is required that all drivers:

- (a) Take regular and adequate rest breaks;
- (b) Take breaks every two hours and stop when tired;
- (c) Plan the journey, taking into consideration pre-journey work duties, the length of the trip and post-journey commitments;
- (d) Stay overnight if driving time and non-driving duties exceed 11 hours in one day unless driving duties can be shared; and
- (e) Use daytime running lights on the open road (where fitted).

64. RESPONSIBILITIES AS A PCBU

64.1 Infinity Support WA will not require workplace participants to drive under conditions that are unsafe and/or likely to create an unsafe environment, physical distress, fatigue, etc (refer to the Fatigue Management Procedure).

64.2 It is Infinity Support WA policy that no person with a Restricted Licence is allowed to drive company vehicles or any vehicle while on company business.

65. NON-COMPLIANCE

65.1 If a workplace participant fails to comply with the requirements set out in this policy, it will be regarded as a serious breach of conduct and may result in the termination of employment/services/contract. When a breach occurs, an investigation will be conducted to determine the appropriate action to be taken.

Variations

Infinity Support WA reserves the right to vary, replace or terminate this policy from time to time.