

# WORK HEALTH AND SAFETY POLICY AND PROCEDURE

## Purpose and Scope

The purpose of this policy and procedure is to demonstrate NSW certified cleaning service's commitment to providing a workplace that is safe and minimises risks to the health and wellbeing of the owner Jodie Tupper, workers, participants and others. It applies to all NSW certified cleaning service stakeholders and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Documents relevant to this policy and procedure include:

- *Workplace Inspection Checklist*
- *Risk Register*
- *Participant Incident Management Policy and Procedure*
- *Emergency Management Plan*
- *Evacuation Plan*
- *Chemical Register*
- *Participant Risk Assessment*
- *Home Risk Assessment*
- *Incident Report*
- *Incident Register*

## Definitions

**Accident** - an unforeseen event that causes damage to property, injury or death.

**Dangerous Incident (including 'Near Misses')** - an incident that exposes any person to a serious risk resulting from an immediate or imminent exposure to:

- an uncontrolled escape, spillage or leakage of a substance;
- an uncontrolled implosion, explosion or fire;
- an uncontrolled escape of gas or steam;
- an uncontrolled escape of a pressurised substance;
- electric shock;
- the fall or release from a height of any plant, substance or thing;
- the collapse, overturning, failure or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with WHS regulations;
- the collapse or partial collapse of a structure;
- the collapse or failure of an excavation or of any shoring supporting an excavation;
- the inrush of water, mud or gas in workings, in an underground excavation or tunnel; or
- the interruption of the main system of ventilation in an underground excavation or tunnel.

**Duty of Care** - A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonably foreseeable risk of injury. In the context of this policy, duty of care refers to the responsibility of NSW certified cleaning service to provide participants, workers and any visitors with an adequate level of care and protection against reasonably foreseeable harm and injury.

**Harm** - Includes death, or injury, illness (physical or psychological) or disease that may be suffered by a person as a consequence of exposure to a hazard.

**Hazard** – a situation that has the potential to harm a person (cause death, illness or injury) or environment or damage property.

**Incident** - an occurrence that causes (or could have caused, in the case of a 'Near Miss') damage to property, injury/illness or death.

**Near Miss** - any incident that occurred at NSW certified cleaning service, which, although not resulting in any injury, illness or damage, had the potential to do so.

**Safety Data Sheet (SDS)** - Provides safety procedures for working with toxic or dangerous materials. The safety data sheet includes all relevant information about the material such as physical properties, health effects, first aid requirements and safe handling procedures.

**Serious Injury or Illness** - an injury or illness requiring a person to have:

- immediate treatment as an inpatient in a hospital; or
- immediate treatment for:
  - the amputation of any part of his or her body;
  - a serious head injury;
  - a serious eye injury;
  - a serious burn;
  - the separation of his or her skin from an underlying tissue (e.g. de-gloving or scalping);
  - a spinal injury;
  - the loss of a bodily function;
  - serious lacerations;
- medical treatment within 48 hours of exposure to a substance;
- any infection where a person's work is a significant contributing factor. This includes any infection related to carrying out work:
  - with micro-organisms;
  - that involves providing treatment or care to a person;
  - that involves contact with human blood or body substances; or
  - that involves handling or contact with animals, animal hides, skins, wool or hair, animal carcasses or animal waste products.

**Workplace** – any place where work is carried out on behalf of NSW certified cleaning service.



All electrical work conducted in NSW certified cleaning service's work areas must be undertaken by a licensed electrician. All equipment in use in work areas must be tested and tagged by a competent person at least annually, although manufacturer's instructions may specify intervals for specific equipment.

### **2.1. Maintenance**

The owner Jodie Tupper must formally inspect NSW certified cleaning service's work areas and equipment on a quarterly basis using a *Workplace Inspection Checklist*. Any items identified during the inspection that are damaged, broken or need maintenance should be rectified as soon as possible (or the item removed from service until repairs can be completed).

## **3. PARTICIPANT EQUIPMENT**

Participants may have their own equipment that NSW certified cleaning service is also required to use, or that is used while NSW certified cleaning service is delivering supports. Prior to using any participant equipment, it should be inspected, looking for signs of wear and tear, or any other issues that may impact on its use.

Participants are responsible for maintaining their own equipment as per manufacturers' guidelines, unless otherwise negotiated with NSW certified cleaning service. In either case, the schedule of equipment maintenance must be documented in the participant's Support Plan.

## **4. FIRE SAFETY AND EMERGENCY**

### **4.1 Emergency**

The owner Jodie Tupper must also prepare an *Emergency Management Plan* that the business will follow in the event of an emergency. This should detail what is required to respond to emergencies such as serious incidents and natural disasters like fire or flood and contain:

- contact details for local emergency services, for example police, the Police, ambulance, fire brigade and poison information centre;
- how people at the workplace will be alerted to an emergency; and
- evacuation procedures including arrangements for assisting any people with hearing, vision or mobility impairment.

The *Emergency Management Plan* should be reviewed and updated at least annually.

### **4.2 Evacuation**

NSW certified cleaning service's premises must meet relevant building laws, regulations and legislation in force at the time of construction, including provisions that apply retrospectively (for example, smoke alarms). Any subsequent building works must meet the relevant building approval provisions at the corresponding time.

The owner Jodie Tupper must prepare an *Emergency Evacuation Plan* that details how people should evacuate the premises and where they should assemble if there is an emergency. This must be reviewed at least annually. Changes to the *Emergency Evacuation Plan* must be communicated to relevant participants, workers and others.

Evacuation procedures should be practised at least annually.

## 5 CHEMICAL USE AND STORAGE

The owner Jodie Tupper must ensure that all dangerous goods and hazardous substances used by NSW certified cleaning service are identified, clearly labeled or signed, stored safely and tracked in a *Chemical Register*.

The *Chemical Register* is to be reviewed at least quarterly, when new or additional quantities of chemicals are introduced into the workplace, when Risk Treatments have changed, or when Risk Treatments are no longer effective.

The owner Jodie Tupper must ensure a hard copy collection of current Safety Data Sheets (SDSs) from manufacturers and suppliers is maintained. The SDSs obtained for each chemical must be the authorised version prepared by the manufacturer (note that an SDS is only valid for 5 years from date of issue). The owner Jodie Tupper will regularly refer to current SDSs to determine the health surveillance requirements related to hazardous substances in the workplace.

The *Chemical Register* and associated SDSs are to be kept by the owner Jodie Tupper in a suitable location which is known and accessible to all staff in the workplace, as well as any other person who is likely to be exposed to dangerous goods or hazardous substances.

## 6 INFECTION CONTROL

Routine surface cleaning should be undertaken as follows:

- clean and dry work surfaces before and after usage or when visibly soiled;
- spills should be dealt with immediately;
- use detergent and warm water for routine cleaning;
- where surface disinfection is required, use in accordance with manufacturer's instructions;
- clean and dry surfaces before and after applying disinfectants;
- empty buckets after use, wash with detergent and warm water and store dry; and
- mops should be cleaned in detergent and warm water then stored dry.

Standard precautions to protect against infectious diseases include:

- wash hands for 30 seconds before and after contact with participants, eating and using gloves and after using the toilet, contact with used equipment and contact with body substances or equipment, materials (including linen) or contaminated surfaces
- use hand sanitizer before entry and after exiting each participants home; wear disposable latex gloves at all time when cleaning when handling food or any item which may be contaminated by bodily fluids;
- cover cuts or scratches with waterproof, breathable dressing;
- use sharps containers at point of use if sharps are being used. Do not re-sheath sharps
- wear personal protective equipment (PPE) such as protective eyewear, an apron, enclosed footwear and/or a face mask if splashing or direct contact with body fluids is likely;

- use the Australian colour coding cloth, mops and buckits
- clean up spills with water and bleach;
- cover the nose/mouth with disposable single-use tissues when coughing, sneezing, wiping and blowing noses;
- use tissues to contain respiratory secretions;
- dispose of tissues in the nearest waste receptacle or bin after use;
- if no tissues are available, cough or sneeze into the inner elbow rather than the hand;
- practice hand hygiene after contact with respiratory secretions and contaminated objects/materials; and
- keep contaminated hands away from the mucous membranes of the eyes and nose.

## 7 VEHICLE SAFETY

All vehicles used to deliver NSW certified cleaning service's work must have at least compulsory third-party (CTP) insurance in place. They must be properly maintained and checked for hazards prior to each use. Drivers must have a valid driver's license, which must be verified annually in accordance with NSW certified cleaning service's *Human Resources Policy and Procedure*. Drivers must comply with the Law at all times when driving a vehicle on behalf of NSW certified cleaning service.

All vehicles must be checked at least quarterly to ensure safety, roadworthiness, and passenger comfort.

By law, all occupants of a vehicle must wear seatbelts at all times. We do not transport Participants.

## 8 WORKING IN PARTICIPANT'S HOMES

Where supports are provided in a participant's home, a *Participant Risk Assessment* and *Home Risk Assessment* must be completed, monitored and reviewed (see NSW certified cleaning service's *Risk Management Policy and Procedure*).

The safety of participants' homes must be determined at each visit before support delivery commences. This includes undertaking a visual scan of the home immediately on arrival, and of any equipment to be used, before use.

Participants and their supporters are responsible for:

- maintaining a safe work environment for NSW certified cleaning service to provide supports (for example, repair broken steps, mow long grass, restrain animals, provide adequate lighting, etc.);
- looking after their own in-home safety (for example, maintaining electrical equipment and installing smoke alarms and safety switches to switchboards);
- cooperating to ensure NSW certified cleaning service can deliver supports in a safe way (for example, moving furniture to allow adequate work space, etc.);
- keeping their equipment safe, well maintained and in good order; and
- informing NSW certified cleaning service of any known hazards.

## 9 INCIDENT MANAGEMENT

All workers are responsible for:

- reporting accidents, incidents or near misses to the owner Jodie Tupper as soon as possible;
- taking reasonable care for their own health and safety, and reasonable care that their acts or omissions do not adversely affect the health and safety of others; and
- complying with reasonable instructions that are given in order for NSW certified cleaning service to comply with its work health and safety obligations and responsibilities.

Upon commencement, all workers will undergo an Induction, which will include training in preventing and responding to incidents. Those responsible for investigating any accident, incident or near miss as part of their role will be trained in these requirements.

### 9.1 Responding to Workplace Incidents

1. Assess the situation and check for danger.
2. Remove the person from danger if it is safe to do so.
3. Call Emergency Services (dial 000) if required.
4. Attend to the immediate needs of the person/s involved. Apply or refer to a First Aid Officer to apply First Aid treatment if required.
5. Assess the situation and ensure no others are at risk of harm. Do not alter the scene (unless necessary to reduce risk of further harm or damage).
6. Notify relevant emergency contacts by telephone as soon as practicable should the person need medical treatment.
7. Should the person not need medical treatment, notify their emergency contact to collect the person, if required.

### 9.2 Reporting Incidents

If an incident involves potential, suspected, alleged or actual harm, abuse, neglect or criminal activity involving a participant, it must be reported as per NSW certified cleaning service's *Participant Incident Management Policy and Procedure* and referred to the owner Jodie Tupper immediately.

All workplace incidents and near misses must be reported to the owner Jodie Tupper as soon as possible and within 24 hours, through completion of an *Incident Report*.



Where an incident results in an injury to a worker, this must be recorded in NSW certified cleaning service's *Incident Register*. The register should be completed by the injured worker or by someone on their behalf. The register must record:

- the name of the worker;
- the person's occupation or job title;
- the time and date of the injury and the person's exact location at the time of the injury;
- the names of witnesses, if any, to the injury;
- the date on which the entry in the register is made; and
- the name of the person making the entry.

The Position Title must formally review the *Incident Register* on at least a quarterly basis to identify any trends and opportunities for improvement. Record of reviews should include the review date and actions taken.

### **9.3 Reportable Incidents**

Dangerous Incidents and Serious Injuries or Illnesses are Reportable Incidents. If an incident is Reportable (or it is not certain whether it is Reportable) it must be reported to emergency services immediately and to the state work health and safety regulatory body within 48 hours.

The owner Jodie Tupper must ensure, as far as reasonably practicable, that the site where the incident occurred is not disturbed until emergency services or the state work health and safety regulatory body advises that the area is no longer required to be preserved.

### **9.4 Investigating and Resolving Reportable Incidents**

The owner Jodie Tupper will work with relevant authorities to investigate Reportable Incidents and track progress in NSW certified cleaning service's *Incident Register*.

Upon completion of the investigation the owner Jodie Tupper must finalise the relevant *Incident Report* and record the outcomes in the *Incident Register*.

The completed Incident Report should be stored on the relevant worker's file.

### **9.5 Debrief and Support**

After a serious or traumatic incident, it is likely that high levels of stress will be experienced by those connected with it.

Arrangements to workers may include allocating a safe place for retreat, giving workers the option of being immediately and temporarily relieved of their duties, providing communication with families and offering to organise transport home.

Arrangements to support participants may include allocating a safe place for retreat and communicating with and supporting them and their families.

For all people involved in an accident, incident or near miss, where required, the owner Jodie Tupper must:

- facilitate an informal debrief; and



- ensure appropriate support and access to counselling is made available.

### Monitoring and Review

This Policy and Procedure will be reviewed at least annually and incorporate feedback from workers, participants and other stakeholders where relevant.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
[Date]	23/2025	26/03/2025 Jodie Tupper		
Reviewed by / Signature:	Jodie Tupper	Jodie Tupper		



NSW certified cleaning service

# Emergency Management Plan

Location of First Aid Kit: \_\_\_\_\_

Location of Fire Extinguisher and hoses: \_\_\_\_\_

Key Management Contact: Name \_\_\_\_\_ Phone \_\_\_\_\_ AH \_\_\_\_\_ Mob \_\_\_\_\_

Evacuation Meeting Point: \_\_\_\_\_

NOTE: In the event of any kind of incident or emergency, every action and outcome must be recorded on an incident report form, with times, names and other important details.

## EMERGENCY AND EVACUATION PROCEDURES

Type of Emergency	Response Plan / Evacuation Procedures	Emergency Contacts	Responsibilities	Follow up Actions

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:



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# Chemical Register

This Register and all current safety data sheets (SDSs) must be kept together and be accessible to workers. Chemical suppliers should provide an SDS on request.

Chemicals not classified as hazardous chemicals do not require SDSs and do not need be included in this register.

Chemical name	Manufacturer <i>including Australian contact details</i>	SDS issue date <i>must be &lt;5 years</i>	Maximum quantity held on site *	Comments

*\* If quantities stored at the workplace are equal to or exceed legislative thresholds, placarding and/or manifests may be required.*

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:



# Workplace Inspection Checklist

Item	Yes	No	Action Required	Person Responsible	Due Date	Action Completed (Signature)
<b>1 Emergency Preparedness</b>						
Extinguishers are in place and clearly marked						
There is clear access to the extinguishers (nothing in front closer than 1meter)						
Signage is in place to identify extinguishers and are in good condition						
Fire exit signs are in working order						
Exit doors are not blocked and can be easily opened						
The fire alarm is in working order						
An emergency evacuation plan is displayed						
An Emergency drill has been conducted in the last 12 months						
<b>2 Electrical Safety / Equipment / Tools</b>						
There are no broken plugs, sockets or switches						
There are no frayed or damaged leads						
Portable power tools and equipment are in good condition						
There are no temporary leads on the floor						
Testing and tagging of electrical items has been undertaken within the last 12 months						
<b>3 Lighting and Work Areas</b>						
There is adequate illumination in working areas						
There is good natural lighting						
There is no direct or reflected glare						
Lights and light fittings are in good working condition and are clean						
Emergency lighting is operational						
<b>4 Walkways</b>						



Item	Yes	No	Action Required	Person Responsible	Due Date	Action Completed (Signature)
There is no oil or grease in walkways						
Walkways are clearly marked						
Walkways are clear of obstructions						
There is unobstructed vision at walkway intersections						
Stairs are not blocked and are in good condition						
<b>5 Rubbish</b>						
Bins are located at suitable points						
Bins are not overflowing						
Bins are emptied regularly						
<b>6 Work Areas</b>						
Work areas are clear of rubbish						
Tools and equipment are stored properly						
Desks or benches are an adequate work height						
There are no sharp edges on desks or benches						
<b>7 Storage</b>						
Materials kept in racks or shelves are safely stored						
The floor around any racks or shelves is clear of rubbish or obstacles						
Racks and shelves are in good condition, sturdy and secure						
<b>8 Chemicals</b>						
There is a Safety Data Sheet (SDS) for all hazardous chemicals used in the workplace						
The Chemical Register is current and no SDSs are more than 5 years old						
All containers are clearly and accurately labelled						
PPE (Gloves, masks, aprons) for using chemicals is available and in good condition						
All chemicals are stored in accordance with their SDS						
<b>9 First Aid</b>						
First aid kits and their contents are clean and orderly						





Item	Yes	No	Action Required	Person Responsible	Due Date	Action Completed (Signature)
First aid kits are adequately stocked (as per the Schedule in the kit)						
First aid kits are easily accessed						
All workers are aware of the location of first aid kits						
At least one worker has current First Aid certification						
<b>10 Floors</b>						
Floors have even surfaces with no large cracks, holes or trip hazards						
Floors are not obstructed						
Floors are free from grease, oil, etc.						
<b>11 Office</b>						
There are no exposed leads						
Air conditioning is working adequately						
Filing cabinets are stable and in good repair						
Workers' chairs are at the correct height (knees at right angles, feet flat)						
Workers' monitors are at the correct distance (arms-length away when seated)						
- Workers' monitors are at the correct height (eyes in line with the top of screen)						
Workers' mice are located beside their keyboard (allows relaxed arms and wrists)						
Workers' keyboards are located near the edge of their desks (allows relaxed arms)						
<b>12 Equipment and Tools</b>						
Leads, cords and connections are in good condition						
All powered equipment has a current Test and Tag						
Equipment is clean and stored appropriately, with no exposed sharp edges						
<b>13 Display Material</b>						
"Staff only" or "Restricted area" signs are displayed in relevant areas						



Item	Yes	No	Action Required	Person Responsible	Due Date	Action Completed (Signature)
Any Safety Notices are current and contain accurate information						
<b>14 WHS Information</b>						
WHS Policies and Procedures and associated Safe Work Procedures are current and available to workers						
An Incident Report form is available						
The Emergency Management Plan is current and has been reviewed in the last 12 months						
The Incident Register has been reviewed in the last quarter						
The Risk Register has been reviewed in the last quarter						

Additional comments or actions required: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Inspection completed by: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:

# HUMAN RESOURCES POLICY AND PROCEDURE

## Purpose and Scope

The purpose of this policy and procedure is to set out NSW certified cleaning service's Human Resources arrangements. It applies to all workers and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Documents relevant to this policy and procedure include:

- *Statutory Declaration*
- *Criminal History Screening Register*
- *NDIS Code of Conduct*
- *Training and Development Register*

## Definitions

**Key Personnel** - a member of the group of people responsible for the executive decisions of a business or any other person who has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the business.

**Sexual harassment** - any form of unwanted, unwelcome or uninvited sexual behaviour that is offensive, humiliating or embarrassing.

**Workplace harassment** - repeated behaviour, other than behaviour amounting to sexual harassment, of one staff member or group of staff members that is unwelcome, unsolicited and considered to be offensive, intimidating, humiliating or threatening by another staff member.

## Policy

All NSW certified cleaning service workers must complete the mandatory NDIS orientation module, meet minimum qualification and experience requirements and be competent in providing person-centred support.

All workers must have and maintain a clear Police Records Check and a Working with Children (WWC) check in order to provide supports to NDIS participants.

NSW certified cleaning service keeps records of the criminal history screening status, qualifications, experience, training and professional development of all workers.

NSW certified cleaning service is an equal opportunity employer and takes all necessary measures to protect its workers from bullying and harassment.

## Procedures

### 1. POSITION REQUIREMENTS

NSW certified cleaning service provides cleaning service's to people with disability who are participants of the National Disability Insurance Scheme (NDIS).

When delivering supports to NDIS participants, workers must meet the minimum qualification and experience requirements set out in the *NDIS Provider Registration Guide to Suitability*, which are:

- Their own car covered by third party insurance at a minimum;
- A full Driver's License; and
- A current first Aid and CPR certificate.

### 2. RECRUITMENT AND SELECTION

NSW certified cleaning service endeavours to provide a positive working environment where all workers are valued and encouraged to contribute. As an equal opportunity employer, NSW certified cleaning service is bound by all relevant State and Federal legislation in relation to equal employment opportunity (EEO). This legislation ensures that no worker will be discriminated against unfairly or unlawfully.

NSW certified cleaning service's owner Jodie Tupper is responsible for recruiting workers and will:

- advertise positions and respond to enquiries;
- contact applicants and arrange interviews;
- speak with nominated referees about applicant's qualities, skills and capacity to fulfil the role;
- support selected applicants through the appointment process, including mandatory checks and contract negotiations; and
- notify unsuccessful applicants in writing or verbally, offering feedback on their application.

Successful applicants must meet the minimum qualification and experience requirements outlined above and possess the relevant mandatory checks outlined below.

### 3. MANDATORY CHECKS

#### 3.1. NDIS Worker Screening Checks

A new NDIS Worker Screening Check NSW certified cleaning service must comply with existing state government worker screening arrangements.

Workers must obtain a **National Criminal Record Check** if:

- they are key personnel;
- their normal duties include direct delivery of supports or services to a person with disability, under the Registration Groups listed in the NDIS Commission's *List of Specified Services and Supports*; or
- their normal duties require more than incidental contact with people with disability.

Workers providing cleaning services in homes with children are required current Working with Children Check. They must also be familiar with the notification requirements for mandatory reporting of child abuse. Further information is available at <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>.

Prior to checks being undertaken, the person being checked must:

- consent to NSW certified cleaning service undertaking checks, including police record checks and international police record checks, where applicable;
- sign a statutory declaration stating they have fully disclosed all relevant information regarding their criminal record and employment history to NSW certified cleaning service; and
- be provided the opportunity to disclose any criminal record or disciplinary actions they have been or are subject to.

### International Police Checks

If a prospective worker has resided continuously in an overseas country for 12 months or more in the last ten years, they must contact the relevant overseas police force to obtain a criminal or police record check. If they were a minor when they were overseas, they do not require an international police check.

Some countries will not release such information and in these extenuating cases, a statutory declaration and character reference checks must be provided. The reference checks must be received from at least two individuals who personally knew the person overseas.

The applicant must be informed that referees will be asked whether they have knowledge or information concerning the applicant, which would adversely affect the applicant from performing the job, including any relevant criminal offences.

The credentials of persons acting as referees must be verified and can include previous employers, government officials and family members.

In the case of asylum seekers and refugees who may be unable to provide character references to accompany a statutory declaration, the statutory declaration will suffice with proof of status.

The owner Jodie Tupper is responsible for:

- assessing whether a worker needs a check;
- determining who will cover the cost of mandatory checks; and
- maintaining a *Criminal History Screening Register* that contains the Clearance Numbers, Expiry Dates and Currency Status of all checks for all workers.

Employment contracts will stipulate that all workers are obligated to:

- advise the owner Jodie Tupper if they are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could affect their ability to meet the requirements of their job; and
- disclose formal disciplinary action taken against them by any current or former employer, including findings of improper or unprofessional conduct by a Court or Tribunal and investigations the workers member has been the subject of.



### **When Screening Checks may not be required**

If workers have only incidental contact with people with disability as a normal part of their jobs (for example, administrative support workers), it is not mandatory for them to have a check, however, NSW certified cleaning service may still require them to get one.

Secondary school students on a formal work experience program do not need a check to work with people with disability in the NDIS. However, they must be directly supervised by someone who does have a check. A police check is required for people aged 18 years and older.

International students or students who have resided in an overseas country for 12 months or more in the last ten years, who are only in Australia for a short period, do not need an international police check. However, they must complete a Statutory Declaration declaring that they have not committed any offence in Australia or another country.

### **3.2. Right to Work in Australia**

NSW certified cleaning service must confirm workers' right to work in Australia if they have recently come to Australia from overseas. Check the Department of Immigration & Border Protection's Visa Entitlement Verification Online (VEVO) checking system at <http://www.border.gov.au/VEVO>.

### **3.3. Identity, Qualifications and Referees**

NSW certified cleaning service must also confirm the identity (through photo identification), qualifications (through sighting a copy) and referees of all prospective workers prior to their appointment.

If there are doubts about a person's qualification, the owner Jodie Tupper should undertake an online check to verify that the qualification was awarded to the applicant. If an online check is not possible, the person should provide a letter from the registrar of the relevant educational institution confirming the qualification's validity. If there are any concerns about the authenticity of the qualification as presented, the issuing institution must be contacted directly to verify that the particular qualification was completed and issued to the person on the date specified.

## **4. NDIS CODE OF CONDUCT**

NSW certified cleaning service and its workers will comply with the NDIS Code of Conduct as set out below:

In providing supports or services to people with disability, NSW certified cleaning service and its staff will:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- respect the privacy of people with disability;
- provide supports and services in a safe and competent manner, with care and skill;
- act with integrity, honesty and transparency;

- 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;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.
- Not charge or represent higher prices for supply of goods for NDIS participants without a reasonable justification.

All workers will be provided with a copy of the NDIS Code of Conduct upon engagement.

Anyone can raise a complaint about potential breaches of the *NDIS Code of Conduct*. Should a participant or other stakeholder wish to make a complaint about NSW certified cleaning service with respect to the *NDIS Code of Conduct*, they will be directed to NSW certified cleaning service's *Feedback, Compliments and Complaints Policy and Procedure*.

Should NSW certified cleaning service, or people employed or otherwise engaged by NSW certified cleaning service, be found to have breached the *NDIS Code of Conduct*, NSW certified cleaning service will comply with any education, compliance or enforcement action stipulated by the NDIS Commissioner.

## **5. INDUCTION, TRAINING AND DEVELOPMENT**

### **5.1. Induction**

Prior to engaging with participants, all workers must undergo Induction to the business. This will include (but is not limited to) the provision of information and training in:

- the mandatory NDIS Worker Orientation Program covering human rights, respect, risk, and the roles and responsibilities of NDIS workers;
- the business, how it operates and expectations of working with participants;
- all relevant policies and procedures;
- ongoing training will be provided in these areas where required.

### **5.2. Training and Development**

NSW certified cleaning service will identify, plan, facilitate, record and evaluate the effectiveness of training and development for workers, to ensure they are capable in their roles and meet the needs of each participant.

The following mandatory training will be provided to all relevant workers each year:

- workers' obligations under the NDIS Practice Standards and other NDIS Rules;
- hand Hygiene
- infection prevention and control in disability support
- Fire Safety Awareness;
- Mandatory Reporting;
- First Aid and CPR;
- Work Health and Safety; and
- Risk Assessment.
- Safety training
- Equipment training and maintenance
- Communication
- Customer service
- Cleaning procedures

- Time keeping
- The privacy act 1988

In addition to mandatory training, all workers will have the opportunity to participate in training and development activities each year. Training and development methods available include on-the-job training, internal or external courses,

Cultural / Disability / Diversity Awareness;

- Personal development program

## 6. RECORD KEEPING

NSW certified cleaning service must maintain records for all workers, including their identity, qualifications, professional registrations and criminal history check status. Supporting documents must be sighted, copied and kept on each worker's record.

Records of induction, training and organisational and professional development provided to all workers must also be kept on individual workers' records and in NSW certified cleaning service's *Training and Development Register*.

The owner Jodie Tupper is responsible for overseeing workers' training and development needs. They will track training undertaken and future needs in NSW certified cleaning service's *Training and Development Register*.

## 7. EMPLOYMENT TERMINATION

Workers are required to give NSW certified cleaning service the relevant notice as stated in the relevant industrial Award/ their employment contract in the event they choose to end their employment with the business. This notice must be provided in writing.

NSW certified cleaning service has the discretion to pay the worker their notice period in lieu of having them attend work for the notice period. NSW certified cleaning service will ensure all salary and entitlements are paid to the worker within 14 days of the end of their employment with the organisation.

### 7.1. Dismissal

NSW certified cleaning service must comply with all State and Federal legislation and the worker's Employment Contract in relation to performance management and employment termination.

NSW certified cleaning service must ensure:

- dismissal is not for an unfair reason;
- the workers member knows the reason for dismissal and has an opportunity to respond in relation to that reason; and
- it gives the workers member appropriate notice or compensation in lieu of notice.

Workers may be dismissed on the basis of:

- their conduct, capacity or performance, including breaching the NDIS Code of Conduct;
- operational requirements, e.g. the position is no longer required; or
- other reasons sufficient to justify termination.

#### Monitoring and Review

This policy and procedure will be reviewed at least every two years and incorporate feedback from workers, participants and other stakeholders where relevant.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
[Date]	21/3/2020	26/03/2025 Jodie Tupper		
Reviewed by / Signature:	Jodie Tupper	Jodie Tupper JT		



## **Statutory Declarations**

As part of their criminal history screening check requirements, workers are required to sign a Statutory Declaration. Statutory Declarations differ from state to state.

Declarations for each state and territory can be found here:

[New South Wales](#)

[South Australia](#)

[Victoria](#)

[Queensland](#)

[Northern Territory](#)

[Australian Capital Territory](#) (must use the Commonwealth form)

[Tasmania](#)

[Western Australia](#)

## **Evacuation Plans**

An evacuation plan is a diagram that lays out how to exit a building safely during an emergency.

Businesses will need to develop their own Evacuation Plans based on the layout of their work areas.





NSW certified cleaning service

# Criminal History Screening Register

Name	National Police Records Check			Working With Children (WWC) Check			Notes
	Number	Expiry Date	Application Pending	Number	Expiry Date	Application Pending	

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:

# NDIS Code of Conduct

NSW certified cleaning service and its workers will comply with the NDIS Code of Conduct as set out below and as it is amended.

In providing supports or services to people with disability, NSW certified cleaning service and its workers will:

- act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions;
- respect the privacy of people with disability;
- provide supports and services in a safe and competent manner, with care and skill;
- act with integrity, honesty and transparency;
- 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;
- take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability; and
- take all reasonable steps to prevent and respond to sexual misconduct.
- not charge or represent higher prices for the supply of goods for NDIS participants without reasonable justification.

Anyone can raise a complaint about potential breaches of the *NDIS Code of Conduct*. Should a participant or other stakeholder wish to make a complaint about NSW certified cleaning service with respect to the *NDIS Code of Conduct*, they will be directed to NSW certified cleaning service's *Feedback and Complaints Policy and Procedure*.

## DECLARATION

I [insert worker's name]----- have been informed of and understand the obligations outlined in this Code of Conduct and agree to abide by these requirements.

\_\_\_\_\_  
Signature of employee  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date



# Training & Development Register

Training Date	Title	Description of Training	Method	Duration	Participants

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:

## FEEDBACK AND COMPLAINTS POLICY AND PROCEDURE

### Purpose and Scope

The purpose of this policy and procedure is to set out how any person can provide feedback and make complaints about any aspect of NSW certified cleaning service's operations, as well as the process that NSW certified cleaning service will take to address or respond to feedback and complaints.

This policy and procedure applies to all stakeholders of the organisation, including participants, families, carers, advocates, workers, volunteers, contractors, other service providers, government agencies and members of the community. All NSW certified cleaning service workers must be trained in and comply with the requirements of this Policy and Procedure.

NSW certified cleaning service also has obligations in relation to incident management systems and reportable incidents that may apply to a complaint. See NSW certified cleaning service's *Participant Incident Management Policy and Procedure* for more detail.

This policy and procedure meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

**Failure to comply with the complaints management requirements of the NDIS legislation and rules may lead to the NDIS Commissioner taking compliance and enforcement action against NSW certified cleaning service.**

Documents relevant to this policy and procedure include:

- *Complaints Register*

### Definitions

**Compliment**—an expression of praise, encouragement or gratitude.

**Complainant** – a person who makes a complaint, or has a complaint made on their behalf.

**Complaint**– an expression of dissatisfaction made to or about a business, where a response or resolution is explicitly or implicitly expected.

**Procedural Fairness** – a principal that requires a fair and proper procedure be used when making decisions.

## Policy

NSW certified cleaning service's complaints management and resolution system ensures people can easily make a complaint and have it dealt with fairly and quickly.

NSW certified cleaning service makes information available to participants and other stakeholders about how to make a complaint to it and to the NDIS Commissioner. Records are kept about complaints received and how they are managed.

## Procedures

### 1. GENERAL

NSW certified cleaning service must promote best practice, continuous improvement and an open, respectful culture that encourages and supports workers, participants and other stakeholders to make complaints without fear of retribution.

Upon commencement, all workers must undergo an Induction that includes information on NSW certified cleaning service's feedback and complaints processes. Additional on-the-job and formal training will be provided where required.

The owner Jodie Tupper will maintain up-to-date knowledge and awareness of feedback and complaints requirements, undertaking additional on-the-job and formal training where required.

NSW certified cleaning service will provide participants, families and carers with information about this policy and procedure when they first access the service. Throughout service delivery, where relevant, participants and their supporters should be reminded of their right to make a complaint without fear of affecting their service. Any person wishing to lodge feedback or a complaint must also be provided with this information.

Complaints and feedback can be lodged by a third party on behalf of another person, if their consent or the consent of their legal representative has been provided.

### 2. PRIVACY AND RECORDS MANAGEMENT

All personal information NSW certified cleaning service collects to manage feedback and complaints will be handled in accordance with privacy legislation.

Workers and the owner Jodie Tupper must keep information about complaints confidential. They may only disclose necessary detail if they are required to do so by law, or if not disclosing is likely to place the safety, health or wellbeing of any person at risk. They must take all reasonable steps to notify the complainant before deciding not to keep information confidential.

NSW certified cleaning service's *Complaints Register* must be used to record information about feedback and complaints. All records regarding complaints will be retained for at least 7 years from the date they were created.

### 3. FEEDBACK

Feedback can be provided to NSW certified cleaning service at any time, in any way, by any stakeholder, directly to a worker or the owner Jodie Tupper or by email, mail or phone.

Providing feedback to NSW certified cleaning service is voluntary.

### 4. COMPLAINTS

NSW certified cleaning service's complaints management process can be simplified into five steps:

#### 4.1. Lodge

All complaints must be referred to the NSW certified cleaning service for resolution. The owner Jodie Tupper will discuss minor complaints directly with the party involved as a first step towards resolution.

If the complaint cannot be resolved promptly or within 24 hours, the owner Jodie Tupper will advise the person of their right to lodge a formal complaint if they have not already done so, with the assistance of a support person or advocate if they wish.

Formal complaints can be lodged directly to the owner Jodie Tupper or by email, mail or phone.

At any time, people can make a complaint about NDIS service providers or the support they provide to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); and
- by phone on: 1800 035 544.

People making a complaint or affected by a complaint must be assisted to contact the NDIS Commission, where this is required.

NDIS participants purchasing products and services also have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. State consumer protection agencies provide information, advice and, in some cases, dispute resolution services for customer disputes under the ACL.

People with disability making a complaint or impacted by a complaint must be encouraged to use an advocate of their choice to act on their behalf if they wish. The advocate may be a family member or friend or sourced through the National Disability Advocacy Program.

If a complaint alleges actual or possible criminal activity or abuse or neglect, the owner Jodie Tupper must report the complaint as per NSW certified cleaning service's Incident Management policies and procedures and work with the relevant authorities to investigate the allegation.

NSW certified cleaning service must take all reasonable steps to ensure complainants or people with disability affected by complaints are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.



Complaints made to NSW certified cleaning service and the NDIS Commission can be withdrawn at any time.

Complaints about the National Disability Insurance Agency (NDIA) should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au).

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072
- online at [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

NSW certified cleaning service must support people making a complaint about the NDIA to contact the Agency or Commonwealth Ombudsman, where this is required.

#### **4.2. Record**

The owner Jodie Tupper must record all information relevant to complaints, in its original and simplest form, in NSW certified cleaning service's *Complaints Register*. The *Complaints Register* must be stored in a secure file.

#### **4.3. Acknowledge**

The owner Jodie Tupper must acknowledge receipt of complaints within 2 working days. However, where a person has requested to remain anonymous, contact may not be possible or expected.

In their acknowledgement, the owner Jodie Tupper must set realistic expectations regarding complaint resolution and refer the matter to other organisations where they are identified as being more suitable to handle it. Acknowledgements must provide timeframes for resolution where possible.

#### **4.4. Resolve**

In resolving a complaint, the owner Jodie Tupper must involve the complainant and keep them informed of the progress of the complaint. They must discuss any disparities identified with the complainant and may request additional information when required. A timeframe within which further information is to be provided should be clearly communicated with the complainant. The owner Jodie Tupper should consider granting extensions where necessary and always communicate any additional time requirements to the complainant.

Complaint investigation must focus on the identified complaint matters only and be undertaken in a way that provides procedural fairness to all parties involved.

All decisions or actions regarding complaint investigation must be recorded by the owner Jodie Tupper in NSW certified cleaning service's *Complaints Register*.

#### **4.5. Communicate Resolution**

NSW certified cleaning service will respond to all complaints as soon as possible and within 28 days from acknowledgement.

If a complaint cannot be responded to in full within 28 days of acknowledgement, an update will be issued to the complainant. The update will provide the date by which a full response can be expected. The update should be provided verbally in the first instance then confirmed in writing.

The owner Jodie Tupper should discuss the outcome of a complaint investigation verbally with the complainant, where possible. This must be followed by written advice that provides the complainant an opportunity to make further contact with the owner Jodie Tupper if required.

The written advice must also include information on what further action may be available to the complainant at the conclusion of the complaint investigation. This may include escalating the matter to an external complaints agency or seeking a further review within NSW certified cleaning service. Written advice should also seek feedback from the complainant regarding their experience of the complaints process.

Support must be provided to assist complainants' understanding of correspondence regarding complaints where required (e.g. interpreters, referral to advocates, etc.).

Options for resolving complaints include:

- explaining processes;
- rectifying an issue;
- providing an apology;
- ongoing monitoring; and
- training or education of workers.

Once resolved, complaint outcomes must be relayed to the appropriate area within NSW certified cleaning service in order to improve service delivery.

NSW certified cleaning service's *Complaints Register* will be used by the owner Jodie Tupper to record every complaint, track investigation progress and outcomes and note how outcomes have been communicated to stakeholders.

The *Complaints Register* will be reviewed on at least a quarterly basis by the owner Jodie Tupper, in order to analyse and report on trends and identify and address any systemic underlying issues.

#### **5. COMPLAINTS ESCALATION**

Where a complaint about NSW certified cleaning service is made to the NDIS Commission, it must:

- comply with any orders or requests made by the NDIS Commission;
- assist in any resolution process or inquiry undertaken by the NDIS Commission; and
- ensure the complainant or a person with disability affected by the complaint are not adversely affected or fear retribution because a complaint has been made by them or on their behalf.

### Monitoring and Review

This Policy and Procedure will be reviewed at least annually and incorporate feedback from workers, participants and other stakeholders where relevant.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
[Date]	3/3/2020	26/03/2025, Joelle Tupper		
Reviewed by / Signature:	Jodie KAPR	NTUAS		



# Complaints Register

Date	Received From	Received By	Details	Action	Action Assigned to / Responsibility	Status

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:

# PARTICIPANT INCIDENT MANAGEMENT POLICY AND PROCEDURE

## Purpose and Scope

The purpose of this policy and procedure is to set out NSW certified cleaning service's system for identifying, assessing managing and resolving incidents that happen in connection with providing supports or services to people with disability. It applies to all workers and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Failure to comply with the incident management requirements of the NDIS legislation and rules may lead to the NDIS Commissioner taking compliance and enforcement action against NSW certified cleaning service.

Incidents that involve NSW certified cleaning service's workers and owner Jodie Tupper should be dealt with in accordance with the *Work Health and Safety Policy and Procedure*.

Documents relevant to this policy and procedure include:

- *Incident Report*
- *Incident Register*
- *NDIS Commission Reportable Incident – Immediate Notification Form*
- *NDIS Commission Reportable Incident – 5 Day Notification Form*

## Definitions

**Abuse** – verbal, physical and/or emotional mistreatment and/or lack of care of a person. Abuse can include bullying, child abuse physical abuse, sexual abuse, emotional and psychological abuse, racial, cultural and religious abuse and domestic violence.

**Incident** – for the purpose of this Policy and Procedure:

- an act, omission, event or circumstance that has, or could have, caused harm to a person with disability receiving supports or services;
- an act by a person with disability that happened in connection with the provision of supports or services and that caused serious harm, or a risk of serious harm, to another person; or
- a reportable incident that is alleged to have occurred in connection with the provision of supports or services.

**Mandatory reporting** – the legal obligation of certain professionals and community members to report when they believe, on reasonable grounds, that a child needs protection from harm. A broad range of professional groups are identified in legislation as 'Mandatory Reporters'.

**Neglect** – the failure to provide a person with the basic necessities of life, such as food, clothing, shelter, medical attention or supervision, to the extent that their health and development is, or is likely to be, significantly harmed.

**Negligence** – doing – or failing to do something that a reasonable person would, or would not do in a certain situation, and which causes another person damage, injury or loss as a result.

**Offender or Perpetrator** –a person who mistreats and/or harms another person.

**Procedural Fairness** – a principal that requires a fair and proper procedure be used when making decisions.

**Reasonable grounds** –a person may form a belief on reasonable grounds that another person needs protection after becoming aware that their health, safety or wellbeing is at risk and, where relevant, the person's parents or guardians are unwilling or unable to protect them. There may be reasonable grounds for forming such a belief if:

- a person states that they have been physically or sexually abused;
- a person states that they know someone who has been physically or sexually abused (sometimes they may be referring to themselves);
- someone who knows the person states they have been physically or sexually abused;
- a person shows signs of being physically or sexually abused;
- there is persistent family violence or substance misuse, psychiatric illness or intellectual disability in the person's environment that is impacting on their safety, stability or development;
- there are signs or indicators of abuse, including non-accidental or unexplained injury, persistent neglect, poor care or lack of appropriate supervision; or
- a person's actions or behaviour places them at risk of significant harm.

**Reportable conduct** – applies to children and is conduct that involves any of the following, whether or not the child has consented:

- any sexual offence, or sexual misconduct, committed against, with or in the presence of a child (including a child pornography offence or an offence involving child abuse material);
- any assault, ill-treatment or neglect of a child;
- any behaviour that causes psychological harm to a child;
- failure to reduce or remove risk of a child becoming a victim of child abuse; or
- concealing a child abuse offence.

**Reportable Incident -**

- the death of a person with disability;
- serious injury of a person with disability;
- abuse or neglect of a person with disability;
- unlawful sexual or physical contact with, or assault of, a person with disability;
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming for sexual activity; or
- the use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation of a State or Territory in relation to the person.

Reportable Incidents include alleged Reportable Incidents.

**Restrictive practice** - any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability.



## Policy

NSW certified cleaning service has a moral, ethical and legal responsibility to ensure all participants are safe and takes proactive steps to protect them from harm.

NSW certified cleaning service's incident management system identifies, assesses, manages and resolves incidents that occur in connection with providing supports or services to a person with disability and have, or could have, caused harm to them.

## Procedures

### 1. GENERAL

Upon commencement, all workers must undergo an Induction that includes information on NSW certified cleaning service's incident management processes. Additional on-the-job and formal training will be provided where required.<sup>1</sup>

The owner Jodie Tupper will maintain up-to-date knowledge and awareness of incident prevention and reporting requirements, undertaking additional on-the-job and formal training where required.

NSW certified cleaning service will provide participants, families and carers with information about this policy and procedure.

### 2. PRIVACY AND RECORDS MANAGEMENT

All personal information NSW certified cleaning service collects to manage incidents will be handled in accordance with privacy legislation.

Workers and the owner Jodie Tupper must keep information about incidents confidential. They may only disclose necessary detail if they are required to do so by law, or if by not disclosing it is likely to place the safety, health or wellbeing of any person at risk.

NSW certified cleaning service's *Incident Register* must be used to record incident-related information. All records regarding incidents must be retained for at least 7 years from the date they were created.

### 3. INCIDENT IDENTIFICATION AND RESPONSE

#### 3.1. First Response

1. Assess the situation and check for danger. Remove the participant from danger if it is safe to do so. Ensure the participant's immediate safety needs are met.
2. If the participant requires immediate medical attention, call an ambulance (phone **000**).
3. Where a worker is accused or suspected of harming the participant, they must be removed from contact with all participants pending an investigation.

4. If another participant is accused or suspected of harming the participant, where possible, they must be removed from contact with other participants pending an investigation.
5. Notify other service providers known to be working with that participant, if appropriate.
6. If the incident involves an alleged criminal act, contact the Police. Preserve any physical or documentary evidence that may be critical to an investigation by the Police or NSW certified cleaning service.
7. Provide ongoing support to all affected participants and workers, taking into consideration that their ongoing needs may change.

Responses to any participant incident should be respectful of the participant, culturally appropriate and empower them to make their own choices and decisions wherever possible. Some participants may wish to have a support person present to help them with decision-making.

Strategies to respond appropriately to incidents include:

- recognise and acknowledge the impact of the incident on the participant;
- assure the participant the incident will be taken seriously and dealt with in a fair and equitable manner;
- clearly educate the participant about their rights and take their wishes into consideration;
- keep the participant informed of the progress, outcome and any follow-up of incidents;
- if appropriate, identify an advocate or support person, help the participant to contact them and keep them informed throughout the process;
- involve the participant in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required;
- ensure the participant has the opportunity to provide feedback on the response to the incident; and
- ensure personal and sensitive participant information is appropriately managed and secured, to mitigate the risk of privacy breaches.

#### **4. INCIDENT REPORTING**

The cleaner who first becomes aware of an incident must report it as soon as practicable to the most senior worker in the work area. The most senior worker is responsible for reporting relevant incidents to the Police. The report must be made as soon as practicable, once immediate safety and medical needs are met. Workers must report all participant incidents to the owner Jodie Tupper as soon as practicable.

The owner Jodie Tupper is responsible for reporting relevant incidents to the Police. The report must be made as soon as practicable, once immediate safety and medical needs are met.

Details of all incidents, their investigation and review must be recorded in NSW certified cleaning service's *Incident Register*. The register must include:

- a description of the incident, including the impact on, or harm caused to, any person with disability affected by the incident;
- whether the incident is a Reportable Incident;
- the time, date and place at which the incident occurred (if known) or the time and date the incident was first identified;
- the names and contact details of the people involved in the incident;
- the names and contact details of any witnesses to the incident;
- details of the assessment of the incident;
- the actions taken in response to the incident, including actions taken to support or assist the person with disability affected by the incident;
- any consultations undertaken with the person with disability affected by the incident;
- whether people with disability affected by the incident have been provided with any reports or findings regarding the incident;
- if an investigation is undertaken, the details and outcomes of the investigation; and
- the name and contact details of the person making the record of the incident.

#### **4.1. Reportable Incidents**

NSW certified cleaning service must take all reasonable steps to ensure that Reportable Incidents (see definitions) are notified to the NDIS Commissioner within the required timeframes.

##### **Reportable Incidents requiring notification within 24 hours**

The owner Jodie Tupper must report the following incidents to the NDIS Commission **within 24 hours**:

- the death of a person with disability;
- the serious injury of a person with disability;
- the abuse or neglect of a person with disability;
- unlawful sexual or physical contact with, or assault of, a person with disability; or
- sexual misconduct committed against, or in the presence of, a person with disability, including grooming for sexual activity.

The following information must be provided:

- the organisation's name and contact details;
- a description of the reportable incident;
- a description of the impact on, or harm caused to, the person with disability (this may not be required if the reportable incident was a death);
- the immediate actions taken in response to the reportable incident, including actions taken to ensure the health, safety and wellbeing of the person affected by the incident;
- whether the incident has been reported to the Police or any other body;
- the name and contact details of the person making the notification;
- if known, the time, date and place at which the reportable incident occurred;
- the names and contact details of the people involved in the reportable incident; and

- any other information requested by the NDIS Commissioner.

Where necessary, the last three pieces of information in the list above can be provided within 5 business days, if it is not available at the time of the initial report.

After the initial report, the following additional information must also be provided to the NDIS Commission within 5 working days:

- the names and contact details of any witnesses to the reportable incident; and
- any further actions proposed to be taken in response to the reportable incident.

Information provided to the NDIS Commission within the first 24 hours of an incident must be provided via telephone or using the *Reportable Incident - Immediate Notification Form* available at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au). Information provided after the initial 24-hour period must be provided using the *Reportable Incident – 5 Day Notification Form*.

### **Reportable Incidents requiring notification within 5 business days**

The owner Jodie Tupper must report other Reportable Incidents, other than those that fall into the categories listed above, to the NDIS Commission **within 5 business days**. All of the information listed above must also be provided for these incidents.

### **Instances where information is not required**

The following information does not have to be reported to the NDIS Commission if doing so could reasonably be expected to prejudice the conduct of a criminal investigation or expose a person with disability to risk of harm:

- a description of the reportable incident;
- a description of the impact on, or harm caused to, the person;
- the time, date and place at which the reportable incident occurred;
- the names and contact details of the people involved in the reportable incident; and
- the names and contact details of any witnesses to the reportable incident.

### **Ongoing Reporting**

Should significant new information about the incident relate to a change in the kind of reportable incident or is a further reportable incident, the owner Jodie Tupper must notify the NDIS Commission as soon as reasonably practicable by phoning 1800 035 544 or emailing [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au).

Once an incident has been reported to the NDIS Commission, the NDIS Commissioner may:

- refer the incident to another person or body with responsibility in relation to the incident (such as a State or Territory agency responsible for child protection);
- require NSW certified cleaning service to undertake remedial action within a certain period;
- require NSW certified cleaning service to conduct an internal investigation and provide a report;
- require NSW certified cleaning service to engage an appropriately qualified and independent expert, at its own expense, to carry out an investigation in relation to the incident and provide a report;
- carry out an inquiry in relation to the incident (whether it has been reported to the



- Commission or not); or
- take other action considered reasonable in the circumstances.

#### 4.2. Additional Reporting Requirements

NSW certified cleaning service workers are Mandatory Reporters with respect to child protection. Workers must report any suspected or actual Reportable Conduct regarding children (see Definitions) to the Police or Child Protection authorities as soon as practicable after becoming aware of that conduct. They must be familiar with the notification requirements for mandatory reporting of child abuse. Further information is available at <https://aifs.gov.au/cfca/publications/mandatory-reporting-child-abuse-and-neglect>.<sup>2</sup>

### 5. INVESTIGATING INCIDENTS

The options for investigating incidents are:

- No further investigative action** – This may be appropriate where it can be clearly established that the report of the incident is inaccurate or there is no basis for concern about the safety of the participant or the quality of support the participant is receiving. If the decision is not to undertake an investigation, the grounds for this decision must be supported and recorded with reasoning backed up by evidence. The incident must then be the subject of a review (detailed below).
- Monitoring and support required** – Certain information may raise issues that do not necessarily warrant an investigation, but nevertheless require changes in practices. NSW certified cleaning service may manage these issues by monitoring and supporting affected workers or participants, and documenting this on relevant worker and participant files. The incident must then be the subject of a review (detailed below).
- Internal investigation** – This option may be selected only where NSW certified cleaning service has the capability to undertake an investigation independently.
- External investigation** – In other cases, NSW certified cleaning service will need to commission an investigation by an external party to ensure the investigation is robust, objective and expert.

For every Reportable Incident, or where an investigation is ordered by the NDIS Commission, the owner Jodie Tupper must appoint an Investigation Manager to determine the appropriate investigative action for an incident and oversee the incident's investigation.

The investigative action for all incidents must be determined within a maximum of 72 hours of NSW certified cleaning service becoming aware of the incident.

Investigations must take a person-centred and rights-based approach, taking into account what is important to the person with disability impacted by the incident. The person should be invited to participate in the investigation and be provided the support they need to do so. The investigation must, however, remain impartial and independent at all times.

All investigations must be completed (including report finalisation) within 28 working days.

NSW certified cleaning service must provide information on investigation progress and

outcomes to the person with disability involved in the incident (or their representative) and, with the consent of the person with disability or their representative, any other person.

An investigation report must be completed and may also need to be provided to the NDIS Commission via [reportableincidents@ndiscommission.gov.au](mailto:reportableincidents@ndiscommission.gov.au) within **60 business days** of the initial notification.

Investigation reports should include:

- details of any internal or external investigation or assessment that has been undertaken in relation to the incident, including:
  - the name and position of the person who undertook the investigation;
  - when the investigation was undertaken;
  - details of any findings made; and
  - details of any corrective or other action taken after the investigation;
- a copy of any report of the investigation or assessment; and
- whether the person affected by the incident (or their representative) has been kept informed of the progress, findings and actions relating to the investigation or assessment.

The NDIS Commissioner may take further action based on the outcome of an investigation.

Once any actions required as a follow-up to the investigation have been implemented, the investigation can be finalised.

## 6. INCIDENT REVIEW

Incident review includes monitoring and acting on trends identified through the analysis of incident information. The purpose of analysing incident data is to learn from patterns of incidents in order to safeguard the safety and wellbeing of individual participants, as well as improve the quality of supports.

The *Incident Register* must be reviewed at least quarterly by the owner Jodie Tupper, in order to analyse and report on incident trends and identify and address any systemic underlying issues.

Reviews should consider the causes, handling and outcomes of incidents, as well as feedback provided by workers and participants.

## 7. ONGOING SUPPORT

After a serious or traumatic incident, it is likely that high levels of stress will be experienced by those connected with it.

Arrangements to support workers may include allocating a safe place for retreat, giving workers the option of being immediately and temporarily relieved of their duties, providing communication with families and offering to organise transport home.

Arrangements to support participants may include allocating a safe place for retreat and communicating with and supporting them and their families.

Participants have a right to complain about NSW certified cleaning service's services and they



and their representatives should be alerted to NSW certified cleaning service's *Feedback, Compliments and Complaints Policy and Procedure* and external complaints bodies.

### Monitoring and Review

This Policy and Procedure will be reviewed at least annually and incorporate feedback from workers, participants and other stakeholders where relevant.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
[Date]	26/03/2025	26/03/2025 Jodie Toft		
Reviewed by / Signature:	Jodie Toft	Jodie Toft		

# Incident/Injury Report

To be completed for ALL incidents and accidents where an injury has or could have resulted.

<b>Incident details</b>					
Name of person involved in the incident:					
Status of involved person (please circle): Staff / Participant / Visitor / Volunteer / Contractor					
Location of incident:				Date of incident:	
<b>Outcome</b>					
<input type="checkbox"/> Hazard	<input type="checkbox"/> Near Miss	<input type="checkbox"/> Incident	<input type="checkbox"/> First Aid		
<b>Details of involved person</b>					
First Name:			Surname:		
Date of Birth:			Gender:		
Address:					
Phone:			Mobile:		
Employment Status (please circle): Casual / Permanent / Full Time / Part Time / Contractor					
Experience in Job:					
<input type="checkbox"/> 0-3 months	<input type="checkbox"/> 4-12 months	<input type="checkbox"/> 1-2 years	<input type="checkbox"/> 3-5 years	<input type="checkbox"/> 5-10 years	<input type="checkbox"/> 10 years +
<b>Details of witness/es (if any)</b>					
First Name:			Surname:		
Date of Birth:			Gender:		
Address:					
Phone:			Mobile:		
First Name:			Surname:		
Date of Birth:			Gender:		
Address:					
Phone:			Mobile:		
<b>What task was being performed at the time of the incident?</b>					
<b>What happened? (e.g. 'employee tripped over box' or 'forklift hit wall')</b>					
<b>Cause of Injury</b>					
<input type="checkbox"/> Lift/bend/push/pull	<input type="checkbox"/> Posture or arm usage	<input type="checkbox"/> Hand held tools	<input type="checkbox"/> Behaviour of participant		
<input type="checkbox"/> Psychological/Stress - Person	<input type="checkbox"/> Sun exposure	<input type="checkbox"/> Involuntary movement of participant	<input type="checkbox"/> Vehicle accident – work vehicle		
<input type="checkbox"/> Psychological/Stress – Bullying/Harassment	<input type="checkbox"/> Slip / trip / fall	<input type="checkbox"/> Contact with animal / insect	<input type="checkbox"/> Vehicle accident – own vehicle		

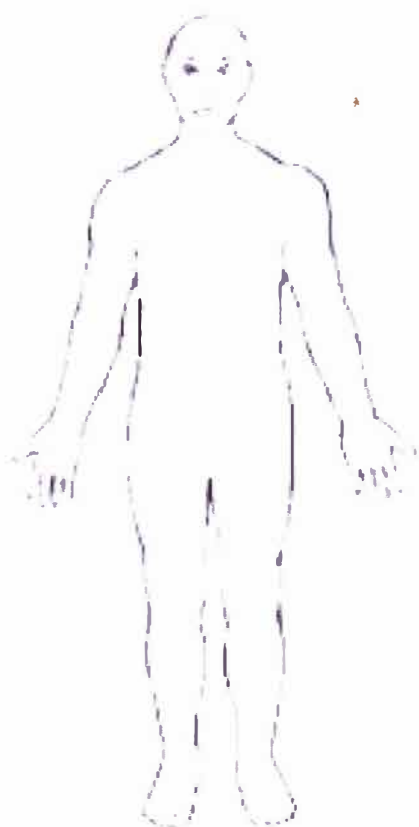


<input type="checkbox"/> Psychological / Stress – Workload / Organisation	<input type="checkbox"/> Hazardous substance / material	<input type="checkbox"/> Electric Shock	<input type="checkbox"/> Struck by vehicle
<input type="checkbox"/> Workplace Violence	<input type="checkbox"/> Drugs / alcohol	<input type="checkbox"/> Equipment / Machinery	<input type="checkbox"/> Illness
<input type="checkbox"/> Other			

### Details of injury

Nature of injury (e.g. burn, cut, scrape, etc.):

Location on body (please circle and specify):



### Treatment

Treatment Administered:	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> Not applicable
Referral Required:	<input type="checkbox"/> No	<input type="checkbox"/> Yes, to:	
First aid attendant (print name):		Signature:	

**THE FOLLOWING SECTIONS ARE TO BE COMPLETED BY A SENIOR STAFF MEMBER ON DUTY:**

### Incident investigation

Did the incident occur as part of the involved person's normal activities?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did equipment contribute?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was the equipment used designed for activity?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was the equipment properly maintained?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did the equipment fail?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Had a risk assessment been undertaken?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did safety instructions accompany the activity?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA



Are there documented safe work procedures (SWP) for the activity?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Were the SWP followed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was appropriate Personal Protective Equipment (PPE) used?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was the involved person trained in this activity?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did a known behaviour problem contribute?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was there a known behaviour management plan?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Was it followed?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did poor housekeeping contribute?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA
Did the work environment contribute?	<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> NA

After reviewing the above prompts and undertaking interviews and/or site visits, what are the identified cause(s) of the injury?

### Remedial actions recommended

<input type="checkbox"/> Conduct task analysis	<input type="checkbox"/> Reinstruct person(s) involved	<input type="checkbox"/> Improve design / construction / guarding	<input type="checkbox"/> Conduct hazard systems audit
<input type="checkbox"/> Improve skills mix	<input type="checkbox"/> Develop / review task procedures	<input type="checkbox"/> Provide debriefing and/or counselling	<input type="checkbox"/> Improve communication / reporting procedures
<input type="checkbox"/> Improve work environment	<input type="checkbox"/> Request maintenance	<input type="checkbox"/> Improve security	<input type="checkbox"/> Review WHS policies / programs
<input type="checkbox"/> Improve personal protection	<input type="checkbox"/> Temporarily relocate person involved	<input type="checkbox"/> Provide or replace equipment / tools	<input type="checkbox"/> Provide, review or replace Behaviour Support Plan
<input type="checkbox"/> Housekeeping review	<input type="checkbox"/> Improve work organisation	<input type="checkbox"/> Investigate safer alternatives	<input type="checkbox"/> Request Safety Data Sheet
<input type="checkbox"/> Develop and/or provide training	<input type="checkbox"/> Other		

What, in your own words, has been implemented or planned to prevent recurrence?

Remedial actions completed:

Name (print name):	Signature:
Position:	Date:

### Outcomes

Did the injured person stop work?	<input type="checkbox"/> No	<input type="checkbox"/> Yes – date and time:	
<input type="checkbox"/> Treated by doctor	<input type="checkbox"/> Lodged workers compensation claim	<input type="checkbox"/> Contacted by Return to Work Coordinator	<input type="checkbox"/> WorkCover notified
<input type="checkbox"/> Insurer notified	<input type="checkbox"/> Returned to normal duties	<input type="checkbox"/> Returned to modified duties	<input type="checkbox"/> Hospitalised
<input type="checkbox"/> WHS committee / representative notified	<input type="checkbox"/> Other		

Manager's review comments:

Name (print name):	Signature:
Position:	Date:



# Workplace Incident Register

## Initial Report

No	Report Date	Injured Staff Member Details (name   age   position   industry   contact details including address)	Date & Time of Injury	Staff Member's Location at the Time of Injury	Nature and Cause of Injury	Witnesses (names   positions   contact details)	Reported by (name   position   contact details)	Name of Manager Notified - Date Notified	Reportable Incident (Y/N) - Date Reported
1									
2									
3									

## Action Plan

No	Investigator (name, position, contact details)	Assessment of Incident	Hazards and Improvements Identified	Actions Taken	Consultation	Investigation Outcome & Who Outcomes Have Been Reported To	Date Investigation Complete
1							
2							
3							

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:



# Participant Incident Register

## Initial Report

No	Date & Time	Location	Reported by (name, position, contact details)	Description & Impact on Person/s with Disability	People involved (names, positions, contact details)	Witnesses (names, positions, contact details)	Name of Manager Notified / Date Notified	Reportable Incident (Yes/No) / Date Reported
1								
2								
3								

## Action Plan

No	Investigator (name, position, contact details)	Assessment of Incident	Hazards and Improvements Identified	Actions Taken	Consultation	Investigation Outcome & Who Outcomes Have Been Reported To	Date Investigation Complete
1							
2							
3							

Review Date:	Reviewed By:	Actions:	Review Date:	Reviewed By:	Actions:



## RISK MANAGEMENT POLICY AND PROCEDURE

### Purpose and Scope

The purpose of this policy and procedure is to set out how risks to participants, workers and NSW certified cleaning service are identified and managed. It applies to all workers and meets relevant legislation, regulations and standards as set out in Schedule 1, Legislative References.

Documents relevant to this policy and procedure include:

- *Risk Register*
- *Risk Management Plan template*
- *Participant Risk Assessment*
- *Home Risk Assessment*

### Definitions

**Risk** - any internal or external situation or event that has the potential to have a negative impact by causing harm to people associated with the organisation, preventing the organisation from successfully achieving its outcomes and delivering its services, reducing the organisation's viability or damaging its reputation. From a Risk Management perspective, risk is the combination of the likelihood (chance) of an event occurring and the consequences (impact) if it does.

**Managed Risk** - the level of risk remaining after risk treatment plans have been put in place and are being followed.

**Unmanaged Risk** - The level of risk before any action has been taken to manage it.

**Risk Analysis** - the process to understand the nature, sources and causes of risks to determine the degree of risk. The degree and consequences of risk together inform risk evaluation and decisions about risk treatment.

**Risk Assessment** - the overall process for identifying, analyzing and evaluating risks. Risk assessments assist in determining:

- what levels of harm can occur;
- how harm can occur; and
- the likelihood that harm will occur.

**Risk Evaluation** - The process of determining whether a risk is tolerable or whether it requires 'risk treatment'

**Risk Identification** - the process of finding, recognising and describing risks.

**Risk Treatment** - a measure, work process or system used to eliminate a risk, or if this is not possible, reduce the risk so far as is practicable. Options include:

**Avoiding the Risk** - where the level of risk is unacceptable, and the means of risk control are either not viable or not worthwhile or not actionable, risk could be eliminated by not proceeding with the activity that could generate the risk.

**Changing the Risk Consequence**– undertake actions aimed at reducing the impact of the risk.

**Changing the Risk Likelihood**– undertake actions aimed at reducing the probability of the risk occurring.

**Retaining or Accepting the Risk**– Accept the risk as it is. This is appropriate where the rating of a risk is sufficient to justify other potential risk treatment options, or when it is not possible or uneconomic to treat the risk, or when the risk level is tolerable.

**Sharing the Risk**– Responsibility for treating the risk can be transferred or allocated to other parties best able to manage it. For example, using insurers.

## Policy

NSW certified cleaning service takes its responsibility to identify and manage all types of organisational risks very seriously. Recognising that children have a right to be safe and protected at all times, NSW certified cleaning service also manages risk with a focus on creating a safe environment for children.

NSW certified cleaning service's approach to risk management is based on *Australian and New Zealand Standard AS/NZS 31000:2018 (Risk Management Guidelines)* and deals with identifying, analysing, prioritising and treating risks.

However, NSW certified cleaning service expects all workers to act responsibly to minimise risks to themselves and others, and report hazards and other risks as soon as they are identified.

## Procedures

### 1. GENERAL

NSW certified cleaning service's owner Jodie Tupper is ultimately responsible for identifying and managing risks. The owner Jodie Tupper will use the *Risk Management Plan template* to conduct regular Risk Assessments. They will:

1. **Identify:** Identify risks that relate to the business, for instance, risks to participants, financial risks, work health and safety risks and risks associated with providing NDIS supports.
2. **Analyse:** Outline the causes, impacts and existing treatments related to each risk identified, in order to determine a Risk Rating. Risk Ratings are based on an assessment of the likelihood of the risk occurring and the consequences faced by participants, workers and the business should the risk occur.
3. **Treat:** Identify one or more Risk Treatments for each risk identified and implement existing and future treatments to prevent or mitigate the risk.
4. **Monitor:** Record identified risks in the *Risk Register* when the Risk Management Plan is complete. Regularly monitor the risk using the *Risk Register* to ensure current Risk Treatments are adequate and that no new risks have arisen.

5. **Report:** Formally review the *Risk Register* on at least a quarterly basis, including the date reviewed and actions taken.

## **2. RISKS TO WORKERS**

All workers are responsible for managing risk within their areas of influence. Upon commencement, all workers will undergo an Induction, which will include risk management training.

Team meetings and supervision sessions are ideal opportunities for managers and workers to reflect on person centred risk management practice. Risk awareness and identification is to be included on agendas for all team meetings.

Operational risks and risks to workers must be reported to the owner Jodie Tupper as soon as practicable after they are identified. Identified risks will be tracked by the owner Jodie Tupper using NSW certified cleaning service's *Risk Register*.

Workers must also be aware of their Work Health and Safety obligations and comply with NSW certified cleaning service's *Work Health and Safety Policy and Procedure*.

## **3. RISKS TO PARTICIPANTS**

NSW certified cleaning service plays an important role in supporting participants to manage risks on a daily basis. The following concepts must be understood and abided with when supporting participants.

### ***3.1.Foreseeable injury***

When helping participants access activities or situations, keep in mind:

- what is already known about the person's capacity to carry out similar activities safely;
- what is known about a person's awareness of what risks might be involved and of how to avoid them;
- what is known about the dangers involved in the activity and whether the person can deal with them; and
- what can be learnt from relevant assessments or reports about the person's abilities and skills.

### ***3.2.Seriousness of the Injury***

When considering the likelihood of an injury, keep in mind the potential seriousness of an injury, even where the likelihood of it occurring seems remote.

### ***3.3.Doing what is reasonable to avoid injury***

Consider courses of action that involve the least possible restriction on people's rights. It is never reasonable, in protecting people from injury or harm, to restrict them or violate their rights and freedoms.

When a person's rights are compromised to avoid injury, ensure the least important and fewest

rights of the person are affected.

Also ensure that compromises are being made to the rights of as few people as possible. Placing restrictions on people who are not affected by the issue is not reasonable.

### **3.4. Supporting people to face risks safely**

Risks are part of life and an important means by which all people learn and develop. Consider ways of empowering people to take more control over, and responsibility for, situations including risks in their lives. This can be achieved by providing opportunities and support that assist the person to manage their own risks while avoiding harm.

### **3.5. Safeguarding others from injury**

In addition to protecting participants, NSW certified cleaning service owes a duty of care to others, including members of the public, who might be injured by the actions of a person being supporting.

### **3.6. Risks to children**

Children with a disability or developmental delay are at higher risk than other children of harm, abuse and neglect. Children are less likely to tell adults when they don't feel safe and, while their behaviour may change, others may not read these changes as a sign something is wrong. As such, proactively look to prevent and identify risks to a child's safety and wellbeing at all stages of service delivery.

## **4. PARTICIPANT RISK ASSESSMENTS**

A *Participant Risk Assessment* must be undertaken for all participants at their initial assessment and reviewed during formal Support Plan reviews. Participant Risk Assessments must also be reviewed every three months or sooner if there are changes to the person's environment or existing risk, or if new risks emerge.

Where supports are to be provided in a participant's home, the *Participant Risk Assessment* must include a *Home Risk Assessment*. The purpose of a *Home Risk Assessment* is to identify potential hazards in the participant's home and put appropriate controls in place to reduce the risk of injury or illness for the participant or others. This must be done in collaboration with the participants, their families and/or landlords.

The risk assessment process must identify potential control measures which should become part of the participant's Support Plan. If either assessment shows that NSW certified cleaning service would be exposed to significant risks, the owner Jodie Tupper must determine if supports should be modified or suspended until the risk has been controlled.

*Participant Risk Assessments* and reviews must be undertaken in collaboration with participants, their supporters and any other stakeholders involved in managing a specific risk. If the participant is a child, assessments and reviews should be undertaken in collaboration with the participant's family. Enabling the person to achieve their lifestyle goals and their ability to have greater choice and control, more opportunity to try new things and develop skills must be considered. Risk assessments must also consider any incident reports that relate to the participant and whether specialist positive behavior support arrangements should be put in place or changed.

Workers should raise any issues or concerns regarding *Participant Risk Assessments* with the owner Jodie Tupper. Participant Risk Assessments and reviews must be kept on client records.

### **Monitoring and Review**

This Policy and Procedure will be reviewed at least every three years and incorporate feedback from workers, participants and other stakeholders where relevant.

Endorsement Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:	Reviewed Date:
[Date]	26/03/2025	26/03/2025 Jodie Tuppa		
Reviewed by / Signature:	Jodie Tuppa	Jodie Tuppa		



## Risk Control Plan (Actions Summary)

For each proposed risk control, provide a recommended action and allocate a responsible person and time frame in consultation with that person. Completion confirmation is required for each action.

Ref no.	Recommended action	Responsible person	Target completion date	Actual completion date	Completion Sign-off
1					
2					
3					
4					
5					
6					
7					

## Review

Control measures have been reviewed and no further risks have been identified Yes <input type="checkbox"/> No <input type="checkbox"/>		Are further reviews required? No <input type="checkbox"/> Yes <input type="checkbox"/> When:	
Reviewer name:		Reviewer signature:	Date:
Record of subsequent reviews.			
Review date:	Reviewed by:	Description of any changes:	

## Hazard Identification and Risk Assessment

Haz no.	Hazard description <i>(e.g. Wet floor with potential to cause injury from slips/trips/falls)</i>	Current risk controls <i>(e.g. mop the floor)</i>	Initial risk rating <i>(e.g. 3B)</i>	Proposed risk controls <i>(e.g. place wet floor hazard signage)</i>	Type of risk control <i>(Hierarchy of controls e.g. Administrative)</i>	Residual risk rating <i>(e.g. 3C)</i>
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						

# Risk Assessment Template

## Risk Assessment Scope

Risk Assessment Reference Number /Title	
Assessment location:	Assessment date:
Persons Involved in Risk Assessment (Team)	Signature
Describe the activity/task/item/product:	
Documents referenced (including manufacturers manuals, standards, codes of practice and any relevant legislation):	

## Risk Assessment Matrix

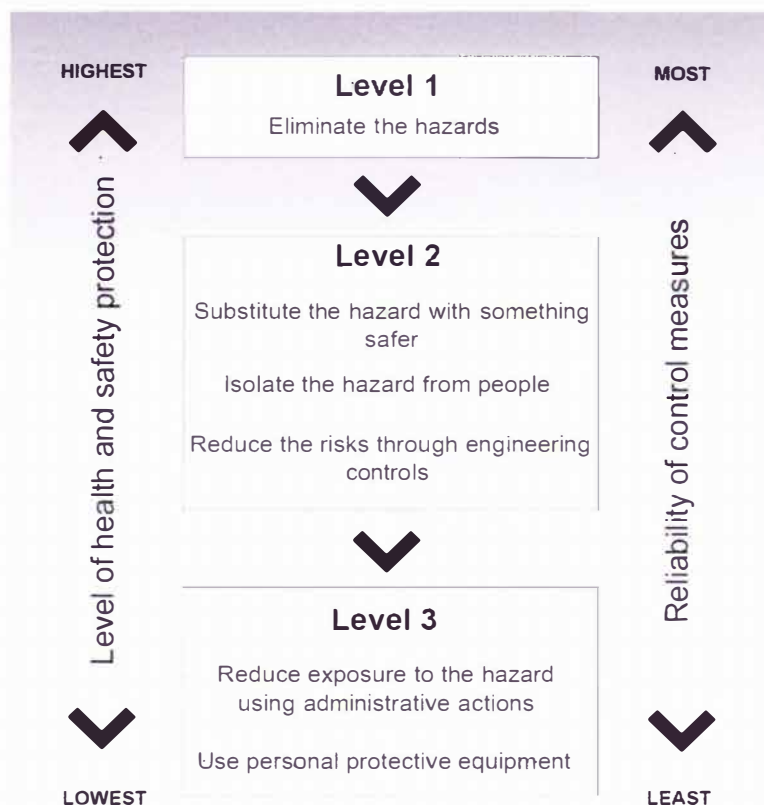
(Use this table to determine the risk ratings)

		Severity - Consequences			
		1	2	3	4
		Kill or Disable	Serious injury - long term illness	Medical treatment - several days off	Minor first aid
Probability - Likelihood	A - Very likely - could happen anytime	1A	2A	3A	4A
	B - Likely - could happen sometime	1B	2B	3B	4B
	C - Unlikely - could rarely happen	1C	2C	3C	4C
	D - Very unlikely - could happen, but probably never will	1D	2D	3D	4D

## Hierarchy of Controls – Types of Risk Controls

(Aim to implement the highest possible control type)

Eliminate; Substitute; Isolate; Engineer; Administrative; PPE



# Environment Risk Assessment (in-home)

Information collected in this form is to ensure your safety and the safety of our staff.

Participant Name:	
Participant Address:	
Assessor Name:	Date of Assessment:

## Home Assessment:

Complete all applicable areas, note N/A where required and detail any unsafe areas or hazards

	Safe	Unsafe	Hazard Identified (including details)
<b>Access</b>			
1. Ample and safe parking			
2. Gated access			
3. Pets (restrained)			
4. Driveway/pathways			
5. Gardens and lawn			
6. Steps and railings			
7. Access to mail			
8. Entryway/doorway			
9. Keysafe (or similar)			
10. Doorbell/knocker			
<b>In Home</b>			
<b>Lounge/Sitting Room</b>			
11. Floor surface			
12. Rugs/carpet (free of curled edges)			
13. Sufficient space around furniture			
14. Sufficient lighting			
15. Airflow and ventilation			
16. Power points and cords			
17. Temperature			
18. Aids/Equipment (accessible and working)			
<b>Kitchen</b>			
19. Floor surface			
20. Benchtops, sink and surfaces (free of clutter)			
21. Sufficient lighting			
22. Airflow and ventilation			
23. Power points and cords			
24. Temperature			
25. Stove and cooktop			
26. Appliances (good working order)			
27. Aids/Equipment (accessible and working)			
<b>Bedroom</b>			
28. Floor surface			
29. Rugs/carpet (free of curled edges)			
30. Sufficient space around bed/furniture			
31. Sufficient lighting			
32. Airflow and ventilation			
33. Power points and cords			
34. Temperature			
35. Aids/Equipment (accessible and			

	working)			
	<b>Bathroom/Toilet</b>			
36.	Floor surface			
37.	Access to shower/bath			
38.	Access to toilet			
39.	Rugs/floor mats (securely attached)			
40.	Sufficient lighting			
41.	Airflow and ventilation			
42.	Temperature			
43.	Power points and cords			
44.	Aids/equipment (accessible and working)			
	<b>Laundry</b>			
45.	Floor surface			
46.	Access to appliances			
47.	Washing Machine			
48.	Dryer or drying rack			
49.	Iron and ironing board			
50.	Basket and trolley			
51.	Sufficient lighting			
52.	Airflow and ventilation			
53.	Power points and cords			
54.	Temperature			
	<b>Other</b>			
55.	Hallway/walkways free of clutter			
56.	Stairwell safe and free of clutter			
57.	All windows and coverings in good condition and accessible			
58.	Environment is free from vermin and insects			

### Equipment Assessment:

Complete all applicable areas, note N/A where required and detail any unsafe areas or hazards

	Item	Present and Safe	Missing or Unsafe	Details
59.	Smoke Detectors			
60.	Fans			
61.	Air conditioner			
62.	Heater			
63.	Safety Switch/Circuit Breaker			
64.	Hot Water System			
65.	Vacuum			
66.	Mop and bucket			
67.	Broom and dustpan/brush			
68.	Rubbish bins			

### Chemical/Substance Assessment:

Chemicals/Substances are any potentially hazardous items used to complete service tasks such as cleaning/housekeeping

	Item	Yes	No	Details
69.	Substances in original containers			
70.	Substances stored in secure locations			
71.	Substances labelled clearly			
72.	Substances approved by provider to use			
73.	Sufficient substances to complete service tasks			



**Details of Corrective Actions:**

Item No.	Risk Rating (refer table below)	Actions needed to resolve hazard/issue	Complete Yes/No	If unable to complete action/s – report to Jodie Tupper the owner for further advice before commencing services	
				Reported to:	Date:

**\*\*Report any identified High Risk Hazards to Jodie Tupper the owner immediately for review and action before commencing services.\*\***

Notes:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Assessor: \_\_\_\_\_

		Severity - Consequences			
		1	2	3	4
		Kill or Disable	Serious injury - long term illness	Medical treatment - several days off	Minor first aid
Probability - Likelihood	A	Very likely - could happen anytime 1A	2A	3A	4A
	B	Likely - could happen sometime 1B	2B	3B	4B
	C	Unlikely - could rarely happen 1C	2C	3C	4C
	D	Very unlikely - could happen, but probably never will 1D	2D	3D	4D

# Participant Risk Assessment Form

Participant Name:	
Participant Address:	
Assessor Name:	Date of Assessment:

## **General:**

	Yes	No
1. Has the participant ever exercised force, towards any person including a caregiver that caused or could have caused injury?	<input type="checkbox"/>	<input type="checkbox"/>
2. Does the participant have a diagnosed mental illness (including paranoia)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is the participant currently taking any mental health related medication?	<input type="checkbox"/>	<input type="checkbox"/>
4. Does the participant collect/hoard items in their room/house?	<input type="checkbox"/>	<input type="checkbox"/>
5. If so, do the collected items pose a potential fire risk?	<input type="checkbox"/>	<input type="checkbox"/>
6. Does the participant smoke?	<input type="checkbox"/>	<input type="checkbox"/>
7. Does the participant have a history with substance abuse (illicit drugs/alcohol)?	<input type="checkbox"/>	<input type="checkbox"/>
8. Can the participant effectively communicate their wants and needs to others?	<input type="checkbox"/>	<input type="checkbox"/>
9. Does the participant currently engage in or have a history of self-injurious behaviours/self-harm?	<input type="checkbox"/>	<input type="checkbox"/>
10. Is the behaviour of the participant unpredictable?	<input type="checkbox"/>	<input type="checkbox"/>
11. Is the participant likely to have access to weapons?	<input type="checkbox"/>	<input type="checkbox"/>
12.	<input type="checkbox"/>	<input type="checkbox"/>

## **Details:**

--

## **Challenging Behaviours:**

*Select any current or historic challenging behaviours*

	Yes	No
Verbal threats/actions	<input type="checkbox"/>	<input type="checkbox"/>
Physical threats/actions	<input type="checkbox"/>	<input type="checkbox"/>
Absconding	<input type="checkbox"/>	<input type="checkbox"/>
Mouthing/Eating inedibles	<input type="checkbox"/>	<input type="checkbox"/>
Unwilling to follow instruction	<input type="checkbox"/>	<input type="checkbox"/>
Overtly loud or noisy	<input type="checkbox"/>	<input type="checkbox"/>
Impulsive/Agitated	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>

Are there any plans in place to targeting the participants challenging behaviours?  
Please detail including the persons responsible:

--

### Details of Risk Minimising Actions:

Item No.	Risk Rating (refer table below)	Actions needed to reduce/remove risk	Complete Yes/No	If unable to complete action/s – report to Jodie Tupper the owner for further advice before commencing services	
				Reported to:	Date:

**\*\*Report any identified High Risks to Jodie Tupper the owner immediately for review and action before commencing services.\*\***

Notes:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Assessor: \_\_\_\_\_

		Severity - Consequences				
		1	2	3	4	
		Kill or Disable	Serious injury - long term illness	Medical treatment - several days off	Minor first aid	
Probability - Likelihood	A	Very likely - could happen anytime	1A	2A	3A	4A
	B	Likely - could happen sometimes	1B	2B	3B	4B
	C	Unlikely - could rarely happen	1C	2C	3C	4C
	D	Very unlikely - could happen, but probably never will	1D	2D	3D	4D

# NSW certified cleaning service NDIS Service Agreement

**NOTE:** A Service Agreement can be made between a participant and a provider or a participant's representative and a provider. A participant's representative is someone close to the participant, such as a family member or friend or someone who manages the funding for supports under a participant's NDIS plan.

## 1. Parties

This **Service Agreement** is for [insert name of participant]-----, a participant in the National Disability Insurance Scheme (participant), and is made between:

[Participant / participant's representative (such as a family member or friend)] and NSW certified cleaning service on [insert date]-----.

## 2. The NDIS and this Service Agreement

This Service Agreement is made for the purpose of providing supports under the participant's NDIS plan.

The parties agree that this Service Agreement is made in the context of the NDIS, which is a scheme that aims to:

- support the independence and social and economic participation of people with disability; and
- enable people with a disability to exercise choice and control in the pursuit of their goals and the planning and delivery of their supports.

## 3. Schedule of supports

NSW certified cleaning service agrees to provide the participant with cleaning services. The supports and their prices are set out in the attached Schedule of Supports. All prices are GST inclusive (if applicable) and include the cost of providing the supports. Additional expenses (i.e. things that are not included as part of a Participant's NDIS supports) are the responsibility of the [participant / participant's representative] and are not included in the cost of the supports. Examples include carpet cleaning,.

## 4. NSW certified cleaning service's Responsibilities

NSW certified cleaning service agrees to:

- review the provision of supports at least 6 monthly, with the participant;
- once agreed, provide supports that meet the participant's needs at the participant's preferred times;
- communicate openly and honestly in a timely manner;
- treat the participant with courtesy and respect;
- consult the participant on decisions about how supports are provided;
- give the participant information about managing any complaints or disagreements and details of NSW certified cleaning service's cancellation policy;
- listen to the participant's feedback and resolve problems quickly;
- give the participant a minimum of 24 hours notice if NSW certified cleaning service has to change a scheduled appointment to provide supports;

- give the participant the required notice if NSW certified cleaning service needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information);
- protect the participant's privacy and confidential information;
- provide supports in a manner consistent with all relevant laws, including the *NDIS Act 2013* and Rules, and the Australian Consumer Law;
- keep accurate records on the supports provided to the participant; and
- issues regular invoices and statements of the supports delivered to the participant as per the NDIA's *Terms of Business for Registered Providers*.

## 5. Responsibilities of the [participant/participant's representative]

The [participant/participant's representative] agrees to:

- inform NSW certified cleaning service about how they wish the supports to be delivered to meet the participant's needs;
- treat NSW certified cleaning service workers with courtesy and respect;
- talk to NSW certified cleaning service if the participant has any concerns about the supports being provided;
- give NSW certified cleaning service a minimum of 24 hours if the participant cannot make a scheduled appointment, noting that if the notice is not provided by then, NSW certified cleaning service's cancellation policy will apply;
- give NSW certified cleaning service the required notice if the participant needs to end this Service Agreement (see 'Ending this Service Agreement' below for more information); and
- let NSW certified cleaning service know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan, or the participant stops being a participant in the NDIS.

## 6. Payments

NSW certified cleaning service will seek payment for their provision of supports after the supports have been delivered.

**If the funding for any of the supports provided under this Service Agreement is managed by the participant:**

The participant has chosen to self-manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, NSW certified cleaning service will send the participant an invoice for those supports for the participant to pay. The participant will pay the invoice by direct debit within 7 days.

The participant's Nominee manages the funding for supports provided under this Service Agreement. After providing those supports, NSW certified cleaning service will send the participant's Nominee an invoice for those supports for the participant's Nominee to pay. The participant's Nominee will pay the invoice by direct debit within 7 days.



The participant has nominated the NDIA to manage the funding for supports provided under this Service Agreement. After providing those supports, NSW certified cleaning service will claim payment for those supports from the NDIA.

The participant has nominated the Plan Management Provider [insert name of Registered Plan Management Provider]----- to manage the funding for NDIS supports provided under this Service Agreement. After providing those supports, NSW certified cleaning service will claim payment for those supports from [insert name of Registered Plan Management Provider].

#### **7. Changes to this Service Agreement**

If changes to the supports or their delivery are required, the parties agree to discuss and review this Service Agreement. The parties agree that any changes to this Service Agreement will be in writing, signed and dated by the parties.

#### **8. Ending this Service Agreement**

Should either party wish to end this Service Agreement they must give 1 month notice. If either party seriously breaches this Service Agreement the requirement of notice will be waived.

#### **9. Feedback, complaints and disputes**

If the participant wishes to give NSW certified cleaning service feedback or is not happy with the provision of supports and wishes to make a complaint, the participant can talk to Jodie Tupper on 0459492281 or at [jodialupper83@gmail.com](mailto:jodialupper83@gmail.com). If the participant is not satisfied or does not want to talk to this person, at any time, they can make a complaint to the NDIS Commission. Complaints to the NDIS Commission can be lodged:

- online at [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au); and
- by phone on: 1800 035 544.

#### **10. Goods and Services Tax (GST)**

For the purposes of GST legislation, the Parties confirm that:

- a supply of supports under this Service Agreement is a supply of one or more of the reasonable and necessary supports specified in the statement included, under subsection 33(2) of the NDIS Act, in the participant's NDIS Plan currently in effect under section 37 of the NDIS Act;
- the participant's NDIS Plan is expected to remain in effect during the period the supports are provided; and
- the [participant/participant's representative] will immediately notify the provider if the participant's NDIS Plan is replaced by a new plan or the participant stops being a participant in the NDIS.

#### **11. Cancellation Policy**



# Participant Support Plan

VERSION HISTORY	
<b>Is this a:</b>	<b>Date:</b>
New Support Plan?	
An amendment to a previous Support Plan?	
An addendum to a previous Support Plan?	
<b>This Support Plan is valid until:</b> *	

PARTICIPANT DETAILS			
Participant's Legal Name:			
Participant's Preferred Name:		Date of Birth:	
Address:			
Phone:		Email:	
Cultural Background and Preferences:			
Preferred Language:			
Decision Making:	The participant has one or more of the following people assisting them with decision making:		
	<input type="checkbox"/> Parent (participant is under 18)	Name:	Phone/Email:
	<input type="checkbox"/> Child's Representative (participant is under 18)	Name:	Phone/Email:
	<input type="checkbox"/> Key Worker (participant is receiving ECEI)	Name:	Phone/Email:
	<input type="checkbox"/> Family Member	Name:	Phone/Email:

EMERGENCY INFORMATION			
Emergency Contact 1:	Name:	Phone/Email:	Relationship:
Emergency Contact 2:	Name:	Phone/Email:	Relationship:
Does the participant require assistance in an emergency?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Details (flood zone, lives alone, family will assist):	<input type="checkbox"/> Emergency Plan Prepared Location:
Does the participant have a Personal Emergency Alarm?	Details:		

SERVICE PROVISION		
Other supports / providers:		
Goals for Support:		
Supports Provided:		
SERVICE PROVISION (continued)		

# Support Plan Summary

Date effective:

Service	Day/s and Time/s of Service Delivery	Service Provided By