

POLICY MANUAL

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Section 1 Organisational Management

Policy 1.01 Aims and Objectives of Service

Policy Statement

Clarence Community Transport (CCT) will provide transport and transport related services and undertake its activities according to the relevant Standards, accreditation bodies, funding agreements or contracts entered into by the Organisation and as required by the relevant legislation.

Policy

Aim

"To provide relevant, high quality services to meet the needs of identified target groups within the geographic area/s stated in various funding agreements entered into by the organisation"

Target Group

The target groups will be:

- Older people;
- Younger people with a disability;
- Carers of the above;
- Aboriginal and Torres Strait Islanders;
- Young people;
- Transport disadvantaged; and
- Such other groups as may be identified by the service or funding bodies.

Objectives

The objectives of CCT shall be to ensure:

- it promotes the right of people in the target groups to live independently and with dignity within their community;
- it operates in an effective, efficient and accountable manner;
- it represents the needs of the target groups to government and community agencies to ensure the needs of the target groups are acknowledged, understood and addressed;

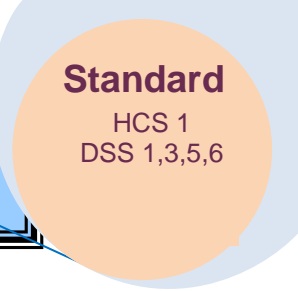
- it actively participates in regional planning and funding processes to ensure the organisation has ongoing financial viability and the ability to cater to increasing need;
- it actively works to increase co-ordination and co-operation between local services;
- it actively works with target groups and communities to ensure services being delivered are relevant and appropriate;
- it implements and maintains a Quality Management System to ensure high levels of client service, accountability and continuous improvement.
- it provides information, support and referral and assists in the building of social and support networks for people in target groups;
- it offers support to other agencies to contribute to the alleviation of transport disadvantage and its causes;
- it works to improve access to Public, Private and Community Transport for transport disadvantaged people including those from special needs groups such as people from culturally and linguistically diverse backgrounds, people with dementia, Aboriginal and Torres Strait Islander peoples; and
- it is aware of the needs for passenger transport within its service area and initiates and/or participates in sector development strategies to increase access to appropriate transport options.

Special Needs Groups

CCT recognises that certain groups within the above Target Group have increased difficulty accessing service and CCT will develop specific strategies to ensure access by:

- people who live in rural/remote areas;
- people who are financially disadvantaged;
- people with dementia;
- people who come from culturally and linguistically diverse backgrounds; and
- LGBTI people
- Other special needs groups as determined by funding or governance bodies.

**Clarence Community Transport Inc.
Section 1 Organisational Management
Policy 1.01 Aims and Objectives of Service**



Related Procedures

Relevant Standard

Home Care Standards

- 1. Effective Management

Disability Service Standards

- 1. Client Rights.
- 3. Individual Outcomes.
- 5. Access
- 6. Service Management

Policy History

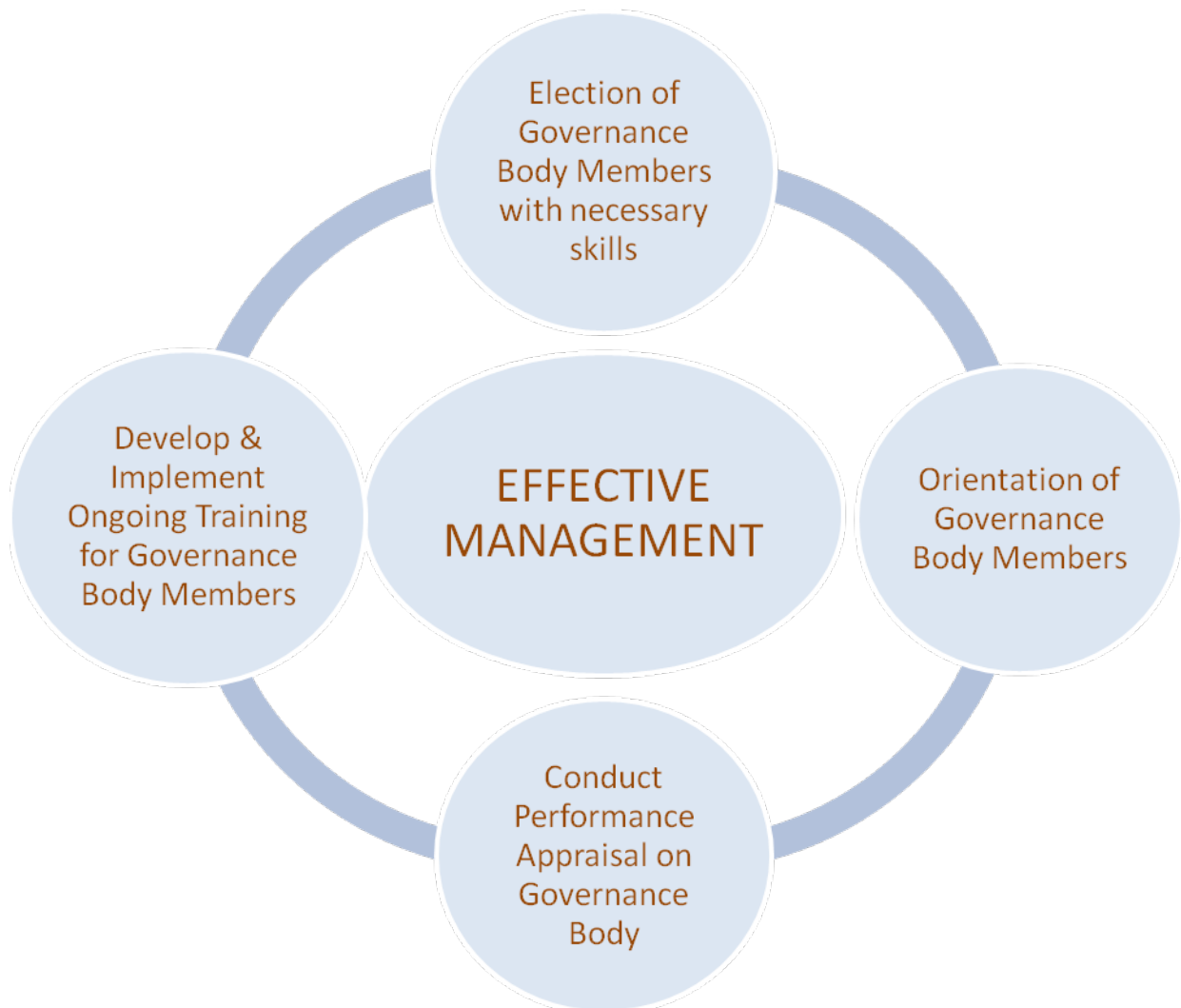
No: 1.01	Aims and Objectives of Service		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 1.02 Management of Organisation

Policy Statement

CCT will manage its services effectively and efficiently to ensure a service that has Client need and Quality Management at the centre of all its activities.

Policy



CCT is managed by the Governance Body according to the Aims, Objectives, Philosophy and Mission of the Organisation.

The Governance Body will govern lawfully with an emphasis on:

- outward vision rather than an internal preoccupation;

- encouragement of diversity in viewpoints and collective decision making;
- strategic leadership;
- clear distinction of Governance Body and Manager's roles; and
- pro-activity rather than reactivity.

The Governance Body has the following responsibilities:

- To operate the Service ensuring all constitutional and legal obligations are met;
- To ensure quality management systems are in place for the organisation;
- To ensure the organisation has a strategic plan in place and that this plan is followed and reviewed;
- To ensure quality services to Clients;
- To have a fair and transparent recruitment process and to provide support and development opportunities for Team Members;
- To financially manage the organisation to ensure sustainability and growth; and
- To recognise the Traditional Owners of the land in which CCT operates.

Related Procedures

[PRO 1.01-1 Responsibility and Role of Governance Body](#)

[PRO 1.01-2 Role of the General Manager](#)

[PRO 1.01-3 Delegation of Authority](#)

[PRO 1.01-4 Conflict of Interest](#)

[PRO 1.01-5 Meetings](#)

[PRO 1.01-6 Governance Body Orientation and Training](#)

[PRO 1.01-7 Insurance](#)

[PRO 1.02-1 Continuous Improvement](#)

[PRO 1.04-1 Financial Management](#)

All Procedures in Section 2 Team Management

All Procedures in Section 4 Work Health and Safety

Relevant Standard

Home Care Standards

1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 1.02	Management of Organisation		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 1.03 Quality Management

Policy Statement

CCT maintains that an effective Quality Management System that meets the requirements of ISO 9001:2008 the Disability Service Standards and any other standards required by funding bodies, legislative requirements or identified by the organisation. All Quality processes will ensure stakeholders, processes and documentation are working together to provide high quality services.

Policy



Listen

CCT will promote a culture of continuous improvement by developing ways to encourage feedback from:

- Clients;
- Special needs groups.
- Carers;
- Other Service Providers;
- Team Members; and
- Peaks and other Industry Leaders.

Plan

CCT will plan for high quality flexible services by:

- Using the feedback provided by listening;
- Using up to date demographic information to ensure the organisation is engaging relevant groups within the community;
- Using up to date service statistical data to identify trends and gaps in service;
- Using up to date service referral data to identify opportunities for promotion / increased co-ordination; and
- Developing strategies to optimise available resources.

Do

CCT will provide high quality services by:

- Ensuring Team Members have the competencies to fulfil their roles through facilitating access to professional development, training and education opportunities;
- Ensuring Team Members are resourced to fulfil their roles;
- Ensuring activities are governed by the Policies and Procedures that reflect current practice and are compliant with relevant standards;
- Ensuring Quality Management Systems are a part of all aspects of the business;
- Ensuring risk assessment is part of core business;
- Encouraging an environment of certainty and confidence for Team Members by providing clear direction and support; and
- Encouraging an environment of certainty and confidence for Clients by providing clear communication pathways for feedback, complaints and suggestions.

Evaluate

CCT will ensure ongoing monitoring and evaluation by:

- Monitoring feedback from stakeholders;
- Ensuring Reporting procedures provide the information required for effective monitoring of the services provided;
- Conducting annual audits by qualified Team Members or external auditors of the Quality Management System and services provided to ensure compliance and to ensure risk minimisation strategies are implemented; and

**Clarence Community Transport Inc.
Section 1 Organisational Management
Policy 1.03 Quality Management**

Standard

HCS 1
DSS 6

- Ensuring non-compliance actions are acted upon in a timely manner and recorded through the Quality Management System.

Related Procedures

PRO 1.01-6 Governance Body Orientation and Training

[PRO 1.03-1 Continuous Improvement](#)

[PRO 1.03-2 Service Strategic Planning, Monitoring and Evaluation](#)

[PRO 1.03-3 Code of Behaviour](#)

[PRO 1.03-5 Information Management Systems and Privacy](#)

[PRO 1.03-6 Organisational Risk Management](#)

[PRO 1.03-7 Monitoring Compliance](#)

[PRO 1.03-8 Internet, Intranet & E-mail](#)

[PRO 1.03-9 Physical Resources Management](#)

Relevant Standard

Home Care Standards

1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 1.03	Quality Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed / trained regarding amendments	Method	Date

Policy 1.04 Team Management

Policy Statement

CCT believes to achieve the best possible outcomes for Clients, Team Members must be managed effectively to encourage a high work ethic, a culture of continuous improvement and risk management.

Policy

CCT has a strong commitment to effective Team Management that:

- Is fair and equitable;
- Acknowledges the contribution of Team Members to the outcomes achieved by the organisation;
- Encourages and supports Team Members development;
- Fosters a culture of continuous improvement, accountability and responsibility; and
- Is committed to safe work practices and risk minimisation.

All Team Management Policies and Procedures are detailed in Section 2 of the Policy and Procedure Manual.

Related Procedures

[PRO 1.02-1 Responsibility and Role of Governance Body](#)

All procedures in Section 2 Team Management

All procedures in Section 4 Work Health and Safety

Relevant Standard

Home Care Standards

1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 1.04	Team Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 1.05 Financial Management

Policy Statement

CCT's Governance Body and all Team Members are responsible for and committed to ensuring efficient, effective and ethical use of all financial resources. The organisations financial practices will reflect integrity, honesty and accountability. All financial interactions will take place within legislative requirements and best practice accounting standards. These practices will ensure that financial resources are allocated and managed so as to facilitate high quality Client care and ongoing financial viability.

Policy

CCT will ensure procedures are developed and monitored for:

- Ensuring the financial viability of the organisation
- Developing and monitoring annual budgets
- Monitoring financial expenditure and income
- Monitoring compliance with relevant taxation, funding and legislative requirements
- Ensuring assets register and funding registers are updated and current
- Contracts and funding
- Sponsorship and donations
- Partnerships and innovations

To ensure the Governance Body can effectively monitor and manage the finances of the organisation, the Governance Body will ensure that the Treasurer is appropriately trained.

Related Procedures

[PRO 1.05 -1 Financial Management](#)

[PRO 3.09 -1 Client Fees](#)

Relevant Standard

Home Care Standards

1. Effective Management

Disability Service Standards

6. Service Management

**Clarence Community Transport Inc.
Section 1 Organisational Management
Policy 1.05 Financial Management**

Standard

HCS 1
DSS 6

Policy History

No: 1.05	Financial Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed	Amendments	Positions informed/trained regarding amendments	Method	Date

Section 2 Team Management

Policy 2.01 Equal Employment Opportunity and Affirmative Action

Policy Statement

CCT seeks to ensure practices are non-discriminatory and contribute to Equal Employment Opportunity outcomes by ensuring workplace policies, practices and behaviours are fair and do not disadvantage people because they belong to particular groups.

Policy

All employees are recruited according to CCT’s Equal Employment Opportunity and Affirmative Action procedures. (Refer to PRO 2.02-1 Recruitment of Employees in the Procedures Manual.)

Related Procedures

[PRO 2.01-1 Equal Employment Opportunity & Affirmative Action](#)

[PRO 2.02-1 Recruitment of Employees](#)

Relevant Standard

Home Care Standards

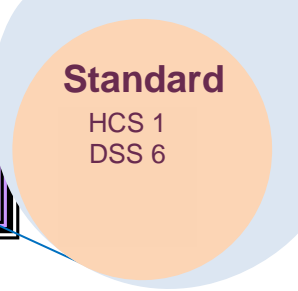
1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 2.01	EEO & Affirmative Action		Date Approved			
	Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date



Policy 2.02 Recruitment

Policy Statement

CCT seeks to promote excellence in its services through the recruitment, selection and appointment of high quality Team Members. In order to achieve this, CCT will utilise a transparent and merit-based recruitment and selection processes in accordance with Equal Employment Opportunity and Affirmative Action principles.

Policy

Recruitment

The CCT recruitment procedure will be followed in all circumstances.
The Governance Body is responsible for the recruitment of the Manager.

Related Procedures

[PRO 2.01-1 Equal Employment Opportunity and Affirmative Action](#)

[PRO 2.02-1 Recruitment of Staff](#)

Relevant Standard

Home Care Standards

- 1. Effective Management

Disability Service Standards

- 6. Service Management

Policy History

No: 2.02	Recruitment		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 2.03 Team Member Development and Education

Policy Statement

CCT is committed to being a quality provider of services and an employer of choice. Integral to achieving this is a system of Team Member development and education that meets the current and future needs of CCT and its Clients, and leads to increased job satisfaction, productivity gains and efficiency in service delivery.

Policy

All Team Members will receive training appropriate to their position. By providing opportunities for Team Member development and encouraging the expansion of knowledge and skills the Service believes that the improved abilities of its Team Members will be reflected in continuing improvements to services.

Development, education and training are tied into the performance appraisal and supervision process.

CCT will ensure that all Team Members:

- Have access to quality training that equips Team Members with essential skills and knowledge to competently perform their duties;
- Have access to professional development opportunities that will benefit the Team Member and the organisation and promote career progression; and
- Are encouraged and supported with tertiary study or further education.

Training, education and professional development needs may be identified by any of the following:

- orientation processes;
- the changing needs of Service Users;
- outcomes of continuous improvement activities;
- supervision and/or performance appraisals;
- changes in the community sector;
- changes in funding body requirements; and
- additional responsibilities requiring new skills.

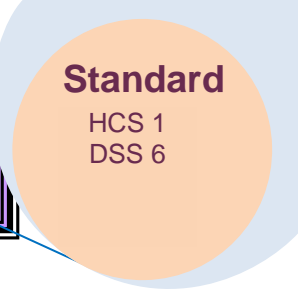
Related Procedures

[PRO 2.03-1 Staff and Temporary Worker Orientation](#)

[PRO 2.03-2 Staff Education and Development](#)

[PRO 2.04-1 Volunteer Recruitment](#)

**Clarence Community Transport Inc.
Section 2 Team Management
Policy 2.03 Team Member Development and Education**



[PRO 2.06-1 Staff Assistance Program](#)

[PRO 2.06-3 Staff Supervision](#)

[PRO 2.06-4 Staff Performance Appraisal](#)

[PRO 2.06-5 Staff Member Disciplinary Action](#)

Relevant Standard

Community Care Common Standards

- 1. Effective Management

Disability Service Standards

- 6. Service Management

Policy History

No: 2.03	Team Member Development & Education		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed :	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 2.04 Volunteers

Policy Statement

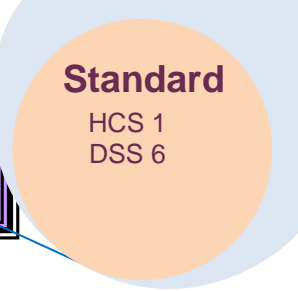
CCT acknowledges the invaluable contribution made by Volunteers in meeting the organisations goals. CCT believes that the use of Volunteers facilitates:

- Greater Community participation in the Service;
- The ability to provide more comprehensive range of services;
- The opportunity for people to develop new skills; and
- An opportunity for Clients to have a greater connection to the community through the contact with Volunteers.

Policy

- All Team Members participate actively in meeting organisational goals.
- A climate of mutual trust, recognition and support for and between all Team Members will be fostered.
- Team Members will be monitored in an effort to ensure they receive satisfaction from their efforts.
- In the event of an industrial dispute, Volunteers will not be expected to undertake work normally undertaken by paid Team Members.
- Volunteers will be given appropriate training to enable them to adequately carry out their responsibilities.
- All legislation in relation to health and safety, industrial matters, privacy and equal opportunity will be observed for Volunteers as it is for paid Team Members.
- Volunteers will be expected to make realistic commitments, in terms of both time and areas of involvement and the organisation will expect these commitments to be fulfilled.
- Any dissatisfaction with performance levels of Volunteers will be addressed by the Team Member Performance Dispute and Grievance Procedure.
- Volunteers will not be utilised to replace paid Team Members.
- All Volunteers will have a criminal record check, a diving record check and a medical assessment, revised every three years.
- CCT will establish and maintain relevant details of Volunteers.
- Volunteers will be provided with job descriptions, orientation, supervision, training and education appropriate to their role, including fire safety and evacuation, work health and safety and continuous improvement processes.

**Clarence Community Transport Inc.
Section 2 Team Management
Policy 2.04 Volunteers**



- Volunteers will be reimbursed for all reasonable and approved "out of pocket" expenses.
- Volunteers are covered for insurance under the Services insurance policies.
- Volunteers will be made aware of their rights and responsibilities.
- Volunteers will be offered an Exit Interview and provided with a Letter of Release and/or a reference if requested.

Related Procedures

[PRO 2.03-1 Staff and Temporary Worker Orientation](#)

[PRO 2.03-2 Staff Education and Development](#)

[PRO 2.04-1 Volunteer Recruitment](#)

[PRO 2.06-3 Staff Supervision](#)

[PRO 2.06-4 Staff Performance Appraisal](#)

[PRO 2.06-5 Staff Member Grievance](#)

Relevant Standard

Community Care Common Standards

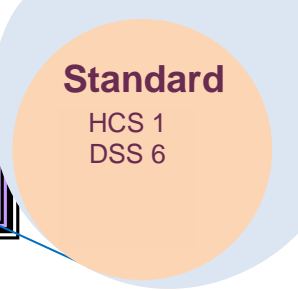
1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 2.04	Volunteers		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date



Policy 2.05 Students

Policy Statement

CCT recognises the education of students is an investment in the social capital of the future. When projects are identified and there is sufficient supervisory Team Members available CCT will participate in the placement of students.

Policy

Students will be invited and accepted into the workplace as the opportunity, resources and time allows.

Students will be engaged for specific projects with identified outcomes that will be negotiated between the Manager and their respective institution.

Students will not be utilised to replace paid Team Members at CCT.

All Student positions will have Job Descriptions, or the equivalent, and be issued with any relevant Orientation Handbooks during their orientation.

Students will be provided with orientation, training and education appropriate to their role, including fire safety and evacuation, work health and safety and continuous improvement processes.

Students will be made aware of their rights & responsibilities.

Related Procedures

[PRO 2.05-1 Students](#)

Relevant Standard

Community Care Common Standards

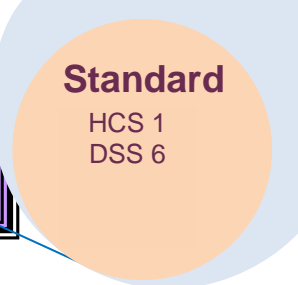
1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 2.05	Students		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date



Policy 2.06 Accountability and Performance Management

Policy Statement

CCT is committed to ensuring that all Team Members are aware of the accountability requirements of their positions. CCT will support the development and growth of Team Members by providing appropriate support, supervision and guidance to maintain a high standard of work performance and to strive for continuous improvement.

Definitions

Grievance	Any problem that a Team Member has with the management of the organisation, their supervisor and/or other Team Member that has not been resolved and the Team Member wishes to pursue.
Misconduct	Any conduct listed as misconduct in the services Code of Behaviour and Confidentiality Agreement
Performance Dispute	Any dispute the organisation has regarding the Team Member's performance of their duties

Policy

Lines of accountability are listed in each Position Description and on the Organisational Chart. The Service will maintain an effective accountability and performance management system in order to:

- Ensure Team Members understand who they are accountable to for performance of their duties as detailed in the position description;
- Provide opportunities for Team Members to recognise their strengths and to identify areas for personal and professional development;
- Create harmonious and productive work environments;
- Ensure there is effective and open communication between Team Members and management;
- Ensure Team Members behaviour is consistent with the Service's values and are reflective of the Service's Aims & Objectives;
- Establish a fair and objective method of evaluating Team Member performance; and

Clarence Community Transport Inc.
Section 2 Team Management
Policy 2.06 Accountability and Performance Management

Standard

HCS 1
DSS 6

- Ensure there is a planned system of training, Team Member development and career progression.

Accountability

All Team Members are required to fulfil the requirements of their job as specified in the position description and performance criteria.

The Manager is accountable to the Governance Body and is responsible for the day to day management of the Services.

Supervision and Performance Review

All Team Members will be provided with regular supervision as required (formal or informal). This will include an annual performance appraisal.

Grievance

CCT will undertake a grievance resolution procedure that is fair, consistent and promotes an open interchange of ideas according to the Team Member Performance Dispute and Grievance Procedure.

Team Member Discipline

Cases of misconduct will be dealt with through a fair and transparent process, using the steps outlined in the Team Member Performance Dispute and Grievance Procedure.

Conducting the disciplinary process in regard to the Manager is the responsibility of the Governance Body, all other disciplinary processes are the responsibility of the Manager.

Exit Interviews

All Team Members will be requested to undertake an Exit Interview when leaving the Service. The Exit Interview will provide the outgoing Team Member with an opportunity to provide feedback that may assist the organisation to continuously improve its Team management and support practices.

Related Procedures

[PRO 2.06 -1 Staff Assistance Program](#)

[PRO 2.06-3 Staff Supervision](#)

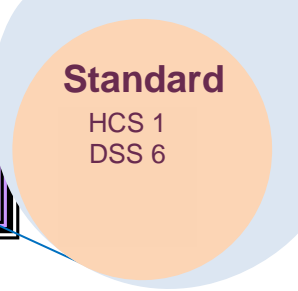
[PRO 2.06-4 Staff Performance Appraisal](#)

[PRO 2.06-5-1 Staff Member Disciplinary Action](#)

[PRO 2.06-5-2 Staff Member Grievance](#)

[PRO 2.03-2 Staff Education and Development](#)

**Clarence Community Transport Inc.
Section 2 Team Management
Policy 2.06 Accountability and Performance Management**



Relevant Standard

Home Care Standards

- 1. Effective Management

Disability Service Standards

- 6. Service Management

Policy History

No: 2.06	Accountability & Performance Management		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date



Policy 2.07 Contractors

Policy Statement

CCT will ensure that all care is taken when selecting appropriately qualified and insured Contractors.

Policy

When engaging contractors the Contractors Procedure will be followed.

CCT will consider the appointment of a sub-contractor (brokerage) to carry out work on behalf of the Service when:

- The Service is unable to provide the Service; and/or
- Use of a sub-contractor improves the service provided to the Service User (e.g. increased flexibility).

If a sub-contractor is appointed, a signed MOU will be in place, outlining service standards and roles and responsibilities.

Related Procedures

[PRO 2.07-1 Contractors](#)

Relevant Standard

Home Care Standards

1. Effective Management

Disability Service Standards

6. Service Management

Policy History

No: 2.07	Contractors		Date Approved		
Date Procedure due to be reviewed	Date Procedure Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Section 3 Service Delivery

Policy 3.01 Service Principles

Policy Statement

CCT believes:

- Clients are the focus of the Service;
- Each Client is an individual and has different needs determined by their age, gender, cultural background and life circumstances;
- Clients have a right to make choices in their lives;
- Clients have the right to dignity, respect, privacy and confidentiality;
- Clients have the right to access services on a non-discriminatory basis; and
- The community has a right to expect CCT to be accountable.

Policy

Provision of Options

CCT acknowledges and respects the Rights and Responsibilities of all receiving the Service. A list of Rights and Responsibilities is included in the Client Handbook. Clients will:

- Be given options for services that are designed in conjunction with the Clients to meet their needs;
- Be encouraged to maintain/increase their independence; and
- Be encouraged to exercise their rights and to perform their responsibilities.

Related Procedures

[PRO 3.01-1 Principles to be Observed in Service Delivery](#)

[PRO 3.02-2 Clients Rights and Responsibilities](#)

[PRO 3.03-1 Access to and Promotion of Services](#)

[PRO 3.04-1 Diversity](#)

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery

3. Clients Rights & Responsibilities

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.01 Service Principles**

Standard

HCS 2&3
DSS
1,2,3,5

Disability Service Standards

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
5. Service Access

Policy History

No: 3.01	Service Principles		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.02 Information Provision

Policy Statement

CCT believes that Clients have a right to make informed choices regarding the services they receive. CCT will ensure that relevant, appropriate and timely information is provided to assist Clients to make decisions about services.

Policy Protocols

- Clients will be provided with both verbal and written information about CCT in plain language through:
 - The Assessment Process
 - CCT Brochures
 - The Client Handbooks
 - CCT Website
 - CCT Newsletters
- Service matters are to be discussed with each prospective Client and they will be assisted to make informed choices.
- The Service fees will be described to Clients including the Client's rights to negotiate these at any time.
- CCT will discuss with Clients their rights and responsibilities in relation to the services they receive.
- Clients will be provided with information regarding advocates.
- When required, CCT will utilise interpreter services at assessments/review to ensure information is appropriately communicated to Clients from culturally and linguistically diverse backgrounds

Related Procedures

[PRO 3.02-1 Information Provision](#)

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.02-3 Ascertaining Client Capacity to make Informed Decisions](#)

[PRO 3.02-4 Lost Property](#)

[PRO 3.02-5 When Client not Home/Destination](#)

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.02 Information Provision**

Standard

HCS 2&3
DSS 1&2

Relevant Standard

Home Care Standards

- 2. Appropriate Access & Service Delivery
- 3. Service User Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion

Policy History

No: 3.02	Information Provision		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.03 Access to and Promotion of Service

Policy Statement

CCT will endeavour to ensure that services are available to the target groups living in the geographic area stated in Funding Agreements without discrimination.

Access to services will be based on relative need and people will not be excluded from access to the Service on the grounds of their:

- Gender
- Marital status (including de facto)
- Religious or cultural beliefs
- Political affiliation
- Sexuality or Sexual Preference
- Particular disability
- Ethnic background
- Age
- Inability to pay
- Geographical location within the Service coverage area (where reasonable)
- Circumstances of their carer

Policy

Access

- CCT will ensure that the individual needs of people who are within the target groups and eligible for a service will be recognised, and that access to those services will be prioritised according to needs-based principles.
- CCT respects the right of a Client to refuse service at any time and will ensure that Clients understand that such as refusal will not prejudice any future request for services.
- CCT will be promoted in a manner that ensures greater equity of access.
- Promotional material will be developed and printed in a clear and easy to read format and will be available in languages relevant to the geographic area in which the Service operates.

Promotion

CCT will promote its services in a variety of ways including:

- Publications

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.03 Access to and Promotion of Service**

Standard
HCS 2&3
DSS 1,2&5

- Website
- Media
- Guest Speaking
- Expo's
- Networks & Forums

Related Procedures

[PRO 3.03-1 Access to and Promotion of Services](#)

[PRO 3.04-1 Diversity](#)

[PRO 3.10-1 Advocacy](#)

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation and Inclusion
- 5 Service Access

Policy History

No: 3.03	Access to and Promotion of Services		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.04 Diversity

Policy Statement

CCT has a commitment to providing services that respond to Clients individual needs.

Policy

CCT will maintain a service culture that is inclusive and welcoming; that celebrates community diversity in all its forms (including cultural diversity, religious diversity, financial status, sexual preference, gender identity).

- CCT will develop and deliver services that are relevant and accessible to all members of the community including:
 - People from Aboriginal or Torres Strait descent;
 - People from culturally diverse backgrounds;
 - People who are financially disadvantaged;
 - People who are rurally isolated; and
 - People living with Dementia.
 - People in identified 'special needs' groups, e.g. younger veterans, people diagnosed with mental health issues, war widows, LGBTI and youth
- Cultural issues and needs are identified and recorded into the Service Care Plan.
- CCT models and operations will be designed to adapt to demographic changes in the community.
- CCT will consult with local community members from diverse groups when developing forward service planning initiatives.
- CCT will regularly review local demographic information to determine whether diverse groups are represented in the service in proportion to their local populations. Where this is not the case, CCT will investigate and take positive steps to ensure there are no barriers to access for diverse groups.
- CCT Team Members will undertake cultural awareness training/competency and in the use of translated materials and interpreting services to ensure a culturally appropriate service is provided.
- CCT will ensure easy accessibility to all its programs by:
 - Promoting them in the community in a manner that will reach the target group/s;
 - Implementing a clear transparent eligibility criteria;
 - Ensuring training of Team Members is designed to welcome and celebrate diversity; and

**Clarence Community Transport Inc.
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Policy 3.04 Diversity**

Standard

HCS 2&3
DSS 1,2&5

- Ensuring information regarding “capacity to pay” is included in assessment and promotional material.

Related Procedures

[PRO 3.03-1 Access to Service and Promotion of Services](#)

[PRO 3.04-1 Diversity](#)

[PRO 3.05-2 Service Care Plans](#)

Relevant Standard

Home Care Standards

- 2. Appropriate Access & Service Delivery
- 3. Service Users Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 2. Participation and Inclusion
- 5. Service Access

Policy History

No: 3.04	Diversity		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.05 Assessment and Care Planning

Policy Statement

Each Client receives an assessment that will determine their eligibility for the Service and focus on the Client's individual abilities and needs to enable the most appropriate service to be provided. Through this, Service Care Plans will be jointly developed with the Client and will be tailored to their individual needs and preferences. The service arrangements are monitored and modified to accommodate the changing needs of the individual Client within the resources available to the organisation.

Policy

1. Assessment

All Clients receive an assessment to identify each person's circumstances to enable the service to be tailored, within existing resources, to the individual needs and preferences of each Clients including their:

- Abilities;
- Physical needs;
- Emotional needs;
- Cultural and religious needs;
- Socio-economic needs;
- Communication preferences;
- Cognitive Function;
- Lifestyle Preferences;
- Limitations; and
- Preferences.

Service Care Planning

Due to the nature of our service CCT develops individual Service Care Plans each time a Client requires transport. The service care plan will identify:

- The service/s to be provided;
- The frequency/length of time the service will be provided;
- The service provider;
- Any special requirements; e.g. Carer, WAV
- Level of support/assistance required

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.05 Assessment and Care Planning**

Standard
HCS 2&3
DSS 1,3&5

- Other family/support people/agencies involved in providing the service to the Clients; and
- The agency (if any) responsible for case management.

Related Procedures

- [PRO 3.02-3 Ascertaining Clients Capacity to Make Informed Decisions](#)
- [PRO 3.03-1 Access to and Promotion of Services](#)
- [PRO 3.04-1 Diversity](#)
- [PRO 3.05-1 Assessment](#)
- [PRO 3.05-2 Service Care Plans](#)
- [PRO 3.05-3 Re-assessment and Care Plan Review](#)
- [PRO 3.05-4 Co-ordination & Collaboration with Other Agencies](#)
- [PRO 3.05-5 Case Management](#)
- [PRO 3.05-6 Service Types provided to Clients](#)
- [PRO 3.05-7 Implementing New Services & Off Site Activities](#)
- [PRO 3.05-8 Service Parameters](#)
- [PRO 3.13-1 Handling Money & Clients Funds](#)
- [PRO 3.14-1 Duty of Care & Dignity of Risk](#)

Relevant Standard

Home Care Standards

- 2. Appropriate Access & Service Delivery
- 3. Service Users Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 3. Individual Outcomes
- 5. Service Access

Policy History

No: 3.05	Assessment & Care Planning		Date Approved		
	Date Policy due to be reviewed	Date Policy Reviewed: Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.06 Privacy and Confidentiality

Policy Statement

CCT will conform to both State and Commonwealth privacy legislation requirements regarding the collection, use and protection of personal information of our Clients and Team Members.

Policy

Confidentiality refers to the obligation of non-disclosure by CCT of personal information unless it has the consent of the person concerned.

CCT will ensure privacy and confidentiality by strict adherence to the :

- Collecting only the information required for service delivery;
- Informing people of the purpose for collecting the information;
- Providing individuals with access to their information held by CCT;
- Disclosing personal information to 3rd parties only with the written consent of the individual;
- Securely storing Clients personal information; and
- Destroying information in accordance with the Archives Act 1983.

In the following circumstances there is an obligation to report:

- a crime or intended crime;
- where the person is suicidal, safety is at risk, personal harm or being harmed (abused) by another; and
- warn a third party who is in danger.

The *Privacy Amendment (Private Sector) Act 2000* (Commonwealth legislation) outlines ten National Privacy Principles (NPPs).

Principle 1: Collection

Only collect information that is directly relevant and necessary using lawful purposes. Collect it directly from the individual and let him/her know the purpose of collecting it and how to access it.

Principle 2: Use and disclosure

Only use the information for the purpose for which it has been collected.

Principle 3: Data quality

Make sure the personal information you collect, use or disclose is accurate, complete and up-to-date.

Principle 4: Data security

Protect the personal information you hold from misuse and loss and from unauthorised access, modification or disclosure. Destroy or permanently de-identify personal information if it is no longer needed for any purpose for which the information may be used or disclosed.

Principle 5: Openness

Set out in a document clearly expressed policies on your management of personal information and make the document available to anyone who asks for it. If someone asks, let them know generally, what sort of personal information you hold, for what purposes, and how you collect, hold, use and disclose that information.

Principle 6: Access and correction

Provide the individual with access to the information on request. If an individual is able to establish that the information is not accurate, complete and up-to-date, you must correct the information so that it is accurate, complete and up-to-date.

Principle 7: Identifiers

Do not disclose an identifier (identifier includes a number assigned by an organisation to an individual to identify uniquely the individual for the purposes of the organisation's operations).

Principle 8: Anonymity

Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation.

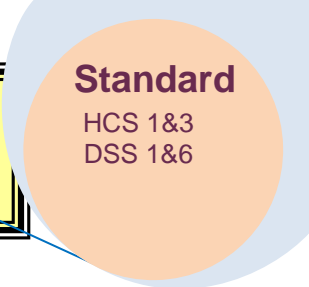
Principle 9: Transborder data flows

You can only transfer personal information about an individual to someone who is in a foreign country if you believe that the recipient of the information is subject to a law, binding scheme or contract which effectively upholds principles for fair handling of the information that are substantially similar to the NPPs; the individual consents to the transfer; or the transfer is necessary for the performance of a contract between the individual and the organisation, or a third party.

Principle 10: Sensitive information

You must not collect sensitive information about an individual unless the individual has consented, or the collection is required by law; or is necessary to prevent or lessen a threat to the life or health of any individual, or you undertake to the individual that the organisation will not disclose the information without the individual's consent. You can collect health information if: the information is necessary to provide a health service to the individual, if the information is research relevant to public health or public safety; the compilation or analysis of statistics relevant to public health or public safety, is necessary for the management, funding or monitoring of a health service.

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.06 Privacy and Confidentiality**



Adapted from Guidelines to the National Privacy Principles, Office of the Federal Privacy

Related Procedures

[PRO 2.03-1 Staff and Temporary Worker Orientation](#)

[PRO 3.02-1 Information Provision](#)

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.06-1 Privacy and Confidentiality](#)

Relevant Standard

Home Care Standards

- 1. Effective Management
- 3. Service Users Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 6. Service Management

Policy History

No: 3.06	Privacy & Confidentiality		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.07 Complaints and Suggestions

Policy Statement

CCT respects each person's dignity by promoting the right of individuals to make compliments and suggestions. CCT welcomes feedback as opportunities for service improvement.

Policy Protocols

CCT will process Client feedback promptly, fairly, confidentially and without retribution.

Complaints will be treated confidentially and will not be discussed with anyone who does not have a genuine responsibility for resolving the issue.

CCT will respect a Client's choice to use an advocate to provide input and/or make a complaint and will negotiate with the advocate to resolve the issue(s) promptly.

All complaints will be recorded on the Feedback Form.

Clients who choose to discontinue a service, due to dissatisfaction, will be advised that they may access the Service at a future date.

CCT will ensure no Client is discriminated against or be the subject of retribution due to making a complaint.

CCT will ensure all Team Members are trained to encourage and support Clients right to provide feedback to CCT.

Related Procedures

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.07-1 Client Compliments, Complaints and Suggestions](#)

[PRO 3.10-1 Advocacy](#)

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

4. Feedback and Complaints

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.07 Complaints and Suggestions**

Standard
HCS 2&3
DSS 4

Policy History

No: 3.07	Complaints		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.08 Client Exit

Policy Statement

A Client's transition/exit from CCT will be conducted in a manner that reduces avoidable stress for the Client and facilitates continuity of care or service delivery where possible, while ensuring CCT meets its funding guidelines.

Policy Protocol

CCT will minimise stress to the Client during the exiting/transition process by:

- Ensuring CCT investigates all other options prior to exiting/transitioning the Client and that these options have been discussed with the Client;
- Ensuring the Client understands why it is necessary to exit/transition them to another service;
- Ensuring the Client participates in discussions regarding the exit/transition;
- Ensuring flexibility of service during the exiting/transitioning process

Related Procedures

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.05-3 Reassessment and Care Plan Review](#)

[PRO 3.05-5 Case Management](#)

[PRO 3.08-1 Exiting Clients](#)

[PRO 3.14-1 Duty of Care & Dignity of Risk](#)

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

3. Individual Outcomes.
5. Service Access.

Policy History

No: 3.08	Client Exit		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.09 Client Fees

Policy Statement

Fees charged by CCT will be approved by the Governance Body and will be consistent with the National (Draft) HACC Fees Policy.

Policy

The National (Draft) Policy and Governance Body of both recognise that many HACC Clients have a limited capacity to pay for services provided, however, the payment of a fee for service by Clients who have the capacity to pay is encouraged.

CCT fees policy and charging arrangements are based on the guidelines set out in the HACC Program where relevant and the National (Draft) HACC Fees Policy. Fees for non-funded services will be set by the Manager in conjunction with the Governance Body.

Clients will be informed of CCT's fees structure and encouraged to let CCT know if at anytime they are experiencing financial hardship to allow for the review of fees on an individual basis. In cases of financial hardship the fees may be reduced or waived.

Revenue from fees will be used to enhance and expand the provision of services.

Related Procedures

[PRO 1.05-1 Financial Management](#)

[PRO 3.02-2 Clients Rights and Responsibilities](#)

[PRO 3.09-1 Client Fees](#)

Relevant Standard

Home Care Standards

2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation & Inclusion
3. Individual Outcomes
5. Service Access

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.09 Client Fees**

Standard

HCS 2&3
DSS
1,2,3&5

Policy History

No: 3.09	Client Fees		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.10 Advocacy

Policy Statement

CCT supports and encourages the Clients right to nominate an advocate of their choice to represent their interests at any time.

Definitions

Advocate: Is a person who has the authority of the Client and who represents their interests. An advocate can be a family member, a friend or an agency appointed by or for the Client.

Policy

- Clients are supported to make their own decisions including the decision to nominate an advocate or change their choice of advocate at any time.
- CCT will support the Clients to connect with an advocacy service.
- CCT will refer Clients to appropriate advocacy services, or recommend appropriate citizen advocates, when requested by Clients.
- CCT identifies if a Client has a formal guardian.
- CCT will show respect and work cooperatively with any advocate chosen by the Client to ensure the Client's best interests are heard and addressed.
- CCT will communicate comprehensively with a Client's chosen advocate and provide information to them about services but only with the express wishes and permission of the Client.
- Advocates are invited to participate in assessment, care planning and reviews.
- CCT will advocate for Clients with other agencies or with family members, to support the Client's expressed choices.
- Team Members are educated about advocacy and Clients right to utilise an advocate of their choice.
- Clients with dementia are encouraged to have an advocate present at assessment and reviews.

Related Procedures

[PRO 3.02-1 Information Provision](#)

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.05-3 Re-assessment and Care Plan Review](#)

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.10 Advocacy**

Standard

HCS 2&3
DSS
1,2,3&5

[PRO 3.07-1](#) [Client Complaints](#)

[PRO 3.10-1](#) [Advocacy](#)

Relevant Standard

Home Care Standards

- 2. Appropriate Access & Service Delivery
- 3. Service Users Rights & Responsibilities

Disability Service Standards

- 1. Rights
- 2. Participation & Inclusion
- 3. Individual Outcomes
- 5. Service Access

Policy History

No: 3.10	Advocacy		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.11 Abuse

Policy Statement

CCT considers the abuse of older people or people with disabilities to be unacceptable. CCT promotes safety and the right of people to live without fear of threat or harm and to be free from the violation of all forms of abuse. CCT acknowledges responsibility for the promotion of the safety of individuals in the care, or potential care of CCT.

CCT will work to identify any potential, suspected or actual abuse.

Policy

CCT believes that older people or people with disabilities have the right to:

- Be treated with dignity and respect;
- Make their own decisions and choices;
- Live in a safe environment; and
- Have access to the protections available to other adults in the community.

Related Procedures

[PRO 2.03-1 Staff and Temporary Worker Orientation](#)

[PRO 2.06-3 Staff Supervision](#)

[PRO 3.11-1 Abuse](#)

[PRO 3.11-2 Conflict between Client & Carer](#)

[PRO 3.11-3 Receiving Gifts from Clients](#)

[PRO 3.14-1 Duty of Care & Dignity of Risk](#)

Relevant Standard

Home Care Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation & Inclusion

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.11 Abuse**

Standard

HCS 1,2&3
DSS
1,2,3&5

- 3. Individual Outcomes
- 5. Service Access

Policy History

No: 3.11	Abuse		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.12 Assisting Clients with Medications

Policy Statement

CCT acknowledges that medicines make a significant contribution to treatment and prevention of disease, increasing life expectancy and improving an individual's quality of life.

Given the Service type, Team Members are not to be involved in the provision or dispensing of medication to Clients.

Policy

No Team Members will provide medication to Clients. Team Members may, if requested by the Client, get the Client a drink to enable the Client to take their medication. No Team Members will give the Clients advice or their opinion regarding medications or the taking of medication. If any Team Members has any concerns regarding a Client and their medication that concern must be reported to their Supervisor as soon as possible.

Related Procedures

[PRO 3.14-1 Duty of Care & Dignity of Risk](#)

Relevant Standard

Home Care Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Rights
3. Individual Outcomes

Policy History

No: 3.12	Assisting Clients with Medications		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.13 Handling Client Funds

Policy Statement

CCT believes that all Clients have the right to independence and support to manage their own financial affairs.

Policy

It is the policy of CCT that all Clients should be encouraged and supported to manage their own finances and that CCT should avoid unnecessary involvement in Client's financial matters whenever possible. Team members will not give Clients advice or their opinion regarding financial matters. CCT has a responsibility to ensure that suitable arrangements exist, or suitable referrals are made to appropriate services for Clients identified as having difficulties in managing their own financial affairs.

Related Procedures

[PRO 1.05-1 Financial Management](#)

[PRO 3.02-2 Client Rights and Responsibilities](#)

[PRO 3.05-1 Assessment](#)

[PRO 3.09-1 Client Fees](#)

[PRO 3.13-1 Handling Money and Client Funds](#)

Relevant Standard

Home Care Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

1. Rights
2. Participation and Inclusion
3. Individual Outcomes

Policy History

No: 3.13	Handling Client Funds		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.14 Duty of Care & Dignity of Risk

Policy Statement

CCT recognises that through the operation of services, the organisation has a duty of care to Team Members and Clients. The organisation will respect the Clients Dignity of Risk as long as it does not adversely impact upon the organisations duty of care obligations. The organisation will ensure they fulfill their duty of care to Clients, volunteers and Team Members in all aspects of CCT's operation by ensuring that appropriate working standards and care standards are met.

Definitions

Dignity Of Risk: Is the belief that each person, regardless of status, is entitled to experience and learn from life situations even if these, on occasion, may be a threat to their well being. Each person experiencing a risk, of which they have been informed, is to receive support in the situation.

Duty of Care: Is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission.

Negligence: The failure of a responsible person to provide the necessities of life (or the refusal to let others provide these) to an older person or person with a disability.

Could Reasonably Be Foreseen: Refers to acts and omissions which a reasonable person in that situation should predict could lead to harm. You must attempt to predict the consequences of your actions and inactions.

Harm: Can include physical harm (injury, disease) psychological harm and financial harm or 'loss. (Not loss of reputation).

Someone: Includes a client, a worker, a volunteer, a visitor, and to a limited extent, the general public.

Policy

CCT recognises that duty of care extends to any person who is reasonably likely to be injured by CCT's actions (or failure to act).

Team Members will use their professional skills and experience to decide on what actions they should take in each situation of potential harm. Where possible, decisions should be discussed with Management.

Duty of Care will take precedence over the right of informed individuals to take calculated risks where that risk may pose a threat to the health and/or safety of the Client and/or others.

Except in cases of known Client diminished capacity, CCT recognises that everyone has a right to an assumption of competence.

The Law

Duty of Care is a matter of Law. For a civil damages claim against either the Team Members or a Service to succeed, the claimant has to prove negligence by showing that:

- Harm was actually caused;
- The alleged harm resulted from a breach of Duty of Care;
- The resultant harm was foreseeable; and
- Reasonable steps were not taken to avoid harm.

To establish negligence it must be shown that:

- duty of care existed;
- there has been a breach of duty, meaning the accident could have reasonably been foreseen, and the person failed to take reasonable steps to prevent the accident from occurring;
- harm has been suffered; and
- the harm was a result of the breach of duty of care.

Team Members should be clear about policies, procedures and instructions that assist in ensuring duty of care.

Related Procedures

[PRO 3.04-1 Diversity](#)

[PRO 3.05-1 Assessment](#)

[PRO 3.05-2 Service Care Plans](#)

[PRO 3.05-3 Reassessment & Care Plan Review](#)

[PRO 3.05-5 Case Management](#)

Relevant Standard

Home Care Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

**Clarence Community Transport Inc.
Section 3 Service Delivery
Policy 3.14 Duty of Care & Dignity of Risk**

Standard

HCS 1,2&3
DSS 1,3&6

Disability Service Standards

1. Rights
3. Individual Outcomes
6. Service Management

Policy History

No: 3.14	Duty of Care & Dignity of Risk		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date

Policy 3.15 Death

Policy Statement

Team Members will adhere to a systematic and structured procedure in the event of the death of a Team Member, Client or member of the public within the premises or care of CCT. The procedure shall be in accordance with relevant legislation.

A principle desired outcome is to assist in minimising as far as possible the level of trauma for all concerned.

Policy Protocols

The response to the death of a Team Member, Client or member of the public should be sensitive and appropriate. This includes ensuring that:

- The cultural and religious beliefs and practices of the person and their family are respected; and
- The response is dignified and prompt to minimise the distress arising from the event.

CCT will offer appropriate support and arrange counselling to Team Members and other Clients affected by the death.

Management will conduct an investigation as soon as possible after the incident, as crucial evidence may be disturbed or destroyed with the passage of time.

Related Procedures

[PRO 3.15-1 Death](#)

Relevant Standard

Home Care Standards

1. Effective Management
2. Appropriate Access & Service Delivery
3. Service Users Rights & Responsibilities

Disability Service Standards

6. Service Management

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Section 3 Service Delivery
Policy 3.15 Death**

Standard

HCS 1,2&3

DSS 6

Policy History

No: 3.15	Death		Date Approved		
Date Policy due to be reviewed	Date Policy Reviewed:	Amendments	Positions informed/trained regarding amendments	Method	Date