

POLICY NUMBER: NDIS SER DEL 13

INTENT

To ensure that all people who use the Service are provided with information on safety in their home, including the identification of unsafe practices which will be discussed with the person concerned and/or their Representative/Nominee.

DEFINITION

Home Safety refers to the awareness and education of risks and potential dangers in and around a home which may cause harm, injury, or death to those residing in and around the physical structure of a home, including un-safe practices.

POLICY STATEMENTS

- Real Living Options Association Inc. has been set up to enable the people using the Service to have a life that includes choice and control while having the right to participate as fully as possible in making choices and decisions which affect them. Safety is paramount when assisting Participants.
- Employees of Real Living Options Association Inc. are expected to assist Participants to make appropriate and safe decisions by researching options, weighing the consequences of their decisions and where appropriate or necessary, seeking clarification from their Representative/Nominee or Guardian.

PROCEDURES

Keys:

- Where requested, Real Living Options Association Inc. will hold a key to a person's home but will not issue keys directly to Lifestyle Assistants for them to hold on their person.
- Any keys held by Real Living Options Association Inc. will be stored in a locked box at the office premises and are only to be used in emergency situations.
- The Service encourages Participants who live independently on their own to install a Key Safe in a discreet place outside of their home and near their entrance.
- Real Living Options Association Inc. does not accept any responsibility for keys that are issued to its employees by individual Participants and/or their Representative/Nominee.
- People who use the Service are responsible for any costs associated with the supply of a key/s to Real Living Options Association Inc.
- Lifestyle Assistants must ensure that Participants are always encouraged to keep all doors locked when they are at home alone and that a key to open the door is kept internally, near to the door in case of fire or other emergency that requires them to get out in a hurry.

During Times of Support:

- Lifestyle Assistants must never encourage a Participant to be waiting outside of their home to be picked up. Lifestyle Assistants are to make the Support Team aware if

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this does happen. A member of the Support Team is to discuss this with the Participant and/or their Representative/Nominee and try to remedy the situation.

- Lifestyle Assistants must ensure that each Participant has locked their home if they are leaving their premises.
- When returning from an outing, Lifestyle Assistants must always escort the Participant into their home and ensure that they have locked the door when the Lifestyle Assistant leaves. The Support Team must be notified where this is not happening.
- Lifestyle Assistants must report any suspicious activity they are aware of around a Participant's home or neighbourhood to the Support Team and, where there is immediate concern, to the Police.
- Lifestyle Assistants must report any external lights that are not working around a Participants home or near where the Lifestyle Assistant regularly parks their vehicle directly to the relevant tenancy manager and must report in their shift notes what action they have taken.
- Lifestyle Assistants are to encourage Participants to conduct regular fire drills to ensure that each Participant knows what to do in the event of a fire.
- Lifestyle Assistants are responsible for the ongoing education and reminders to the people they assist about safety both at home and when out in the community such as:
 - Not allowing a stranger to enter their home
 - Not taking gifts from strangers
 - What to do if a stranger knocks on their door and/or asks to come in
 - Always encouraging Participants to keep security doors locked when Participant is at home.
 - Fire safety

DELEGATIONS

Support Manager

- Organise and/or facilitate regular safety education for Participants.
- To oversee the Support Team and ensure that safety practices are being followed.
- To ensure relevant training is provided to all staff.

Senior Support Facilitator

- To oversee all aspects of Lifestyle Assistant support to Participants
- To ensure Lifestyle Assistants are aware of the procedure for keys to individual Participant homes.
- To ensure the Support Manager and the Participants Representative/Nominee (where applicable) are notified of any reports of suspicious activity.
- To ensure Lifestyle Assistants follow up on any identified safety issues.
- To ensure the Support Manager is notified of any breach or suspected breach of this policy

Lifestyle Assistants

- Notify the Support Facilitator if any Participant is acting in an unsafe manner or potentially putting themselves at risk.

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- Always act responsibly and in a safe manner and regularly reminding Participant's about safety at home.
- Conduct regular fire drills.

Administrative Officer

- Maintain a register of any keys held by the Service.

RELATED DOCUMENTATION

Incident Forms

LA Accessibility and Safety of Premises Checklist

REFERENCES

National Disability Insurance Scheme Act 2013

NDIS Practice Standards and Quality Indicators

AMENDMENTS/REVIEWS

Amended 27.07.2017, Amended 23.09.21, Amended 06.06.24, Amended 03.10.24

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