

Safety & Client Incidents

Information Sheet



SAFE WORKPLACE

Richmond Fellowship Queensland (RFQ) actively seeks to ensure the *Workplace Health and Safety Act 2011* and all relevant laws and requirements are complied with.

You need to be aware that when RFQ staff are in your home, it is part of their workplace. For example, RFQ staff are entitled to a smoke-free workplace under the *Tobacco and Other Smoking Products Act 1998*.

YOUR SAFETY PLAN

Client safety assessment, safety planning and review are mandatory practices undertaken by staff with all clients. This is a process of respectful and shared decision making which aims to ensure your safety, as well as the safety of staff and others.

Safety planning involves discussing your vulnerabilities with you and identifying your protective factors which includes writing down what you would like RFQ to do if your health is impacted by unsafe thoughts or actions. It also involves discussing and identifying your strengths, possibilities and resources.

Your safety plan is your record of how you can help us keep you safe, and what resources are available to you.

If you do not wish to participate in the development or review of your safety plan, staff must listen to, take seriously and record your experiences without judgment. You may like to keep a copy of your safety plan where you can easily refer to it.

INCIDENT MANAGEMENT

RFQ has an incident management system with a defined reporting and investigation process for incidents involving clients.

If you have or are impacted by an incident, staff are required to review and if necessary revise your safety plan with you to make sure that it reflects your needs and resources.

RFQ will ensure any incidents or allegations of violence, abuse, neglect, exploitation, discrimination are properly reported and investigated. RFQ will also provide you with support and assistance which includes facilitating your access to an advocate, including an independent advocate. Please speak with your worker, their manager and/or refer to the client information sheets available at www.rfq.com.au for contact details of external services including external advocacy, mediation, the Office of the Health Ombudsman and the NDIS Quality and Safeguards Commission.

RFQ encourages and welcomes feedback at any time, and may also ask you for feedback about how we worked with you to manage any incident you might have.