

	ONE2ONE POLICY			
	Title	Duty of Care	Policy No	06
	Indicator	CM1 – Rights and Responsibilities	Review Date	14/10/2020

1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of practice that demonstrate One2One’s commitment to its duty to ensure the safety and well-being of all consumers who use One2One’s services, to ensure that they are not at risk of harm or injury whilst they are being supported by One2One. The policy has been framed around Standard 1 – “Rights”, Standard 3 – “Individual Outcomes” and Standard 6 – “Service Management” of the National Standards for Disability Services (2013).

Duty of Care is a legal term which means that if a staff member’s actions are not made with reasonable care, attention, caution, and prudence, their actions may be considered negligent. A duty of care can be breached either by action or inaction that is, doing something that causes a person harm, or neglecting to do something which prevents or relieves harm to a person.

This policy applies to all of One2One’s services.

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

2. POLICY STATEMENT

One2One has a duty to ensure that all reasonable care is taken to protect the safety and well-being of consumers, family members/carers, staff, volunteers and consumer employees whilst they engage in One2One activities.

3. POLICY CONTENT

All One2One staff, volunteers, consumer employees and board members will act in accordance with the policies and procedures of the organisation and in particular will take due care to be mindful of and act in compliance with the following Policies:

- Workplace Health and Safety
- Freedom from Abuse and Neglect
- Privacy
- Confidentiality
- Code of Conduct

4. PERFORMANCE STANDARDS

4.1 All staff, consumer employees and volunteers understand their obligations in relation to duty of care

4.2 All staff, consumer employees and volunteers are familiar with One2One’s policies and procedures and in particular those relating to safety procedures

5.3 One2One has zero or minimal numbers of serious incidents due to staff neglecting to act or causing harm to, consumers of One2One

6 POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One