

# BRIGHT SUPPORT SERVICES

## Introduction

Bright Support Services provides a comprehensive caring service that aims to support people with or without disabilities to live fulfilling life where their needs are met and they are able to function as independently as possible in their community.

The following includes our code of conduct and the policies and procedures that govern our service to you.

You are able to develop and make a **clear Care Plan** of the supports you have chosen and how they will be provided and you will be helped to understand these in ways that are useful to you. This care plan will be made in writing and signed by yourself and our service as a consent that you are wish to use the service. If you are not able to sign, a verbal consent and witness signature will be provided. A note can be made if you do not wish to sign.

Your care plan will outline the responsibilities of yourself and our service. It allows for you to raise any concerns with our services and we endeavour to work with you address these and any conflicts should they arise.

Any changes made to your plan will be communicated and agreed upon between you, your carers and our service.

Our service aims to provide services that are competent, responsive, timely geared to your needs, circumstances, goals and desired outcomes.

Supports are tailor made to meet your needs and circumstances and thus they are not intrusive and you are involved in the delivery of the service.

The service aims to provide as far as in possible the gender of service providers where clients need or want this.

Our staff in the service are appropriately trained and follow a strict code of conduct governing their behaviour and the service that they provide to you.

Should you wish to transfer to another service, planned program of transition will be made with you to include your care plan, the risks of the transition and the timing for the transfer. This will be clearly documented and signed.

## **Services**

We provide the following services;

### **Personal care.**

- Support with personal care.

### **Home care.**

- Domestic assistance.

### **Nursing**

- Implementation of behaviour/medical support strategies
- Medication administration
- PEG feeding, epilepsy management, diabetes management
- hoist/transfer support
- Personal care
- Assistance to engage in activities and appointments outside the home.

### **Community participation.**

- Going to the park, beach or lake
- Participating in bowling, golf, swimming, etc
- Outings to the movies or shopping
- Attending sporting games like football
- Going to the gym
- Catching up with or meeting new friends

- Joining religious or community events
- Attending art, drama or music classes.

We provide our services to anyone who wishes to use our services including clients in the Aged care and Disability sectors. The service caters for your needs and is flexible enough to support you to achieve your goals of a fulfilling life.

## **Policy and procedures that guide care**

### **Safe environment**

Our service ensures that the service is provided in a safe environment for yourself and others.

- You are able to easily identify workers who provide your agreed supports.
- In the participant's home, there is an agreed plan between the staff and the client about tasks to be undertaken and the service is provided in a safe manner for client and staff and others.
- We identify and treat risks, ensure safe environments, and prevent and manage injuries.

### **Participant Money and Property**

- We ensure that Participant money and property is secure and that each participant uses their own money and property as they determine.
- Where our service has access to your money or property to meet your needs, we have processes to ensure that it is managed, protected and accounted for with your consent.
- If required, you can be supported to access and spend their own money as the you determine.
- You are not given financial advice or information other than that which would reasonably be required under your care plan.

### **Medication Management**

- Our service may administer medication in accordance with your treatment plan set up by your doctor.

- Your medication must be secured and clearly marked by your doctor and pharmacist and put in a blister pack for easy administration. You are always involved in your treatment with regard to medication. Our service works hard to prevent any error or incidents.
- We maintain records clearly identifying the medication and dosage including all information required to correctly identify you and to safely administer the medication.
- All workers responsible for administering medication understand the effects and side-effects of the medication and the steps to take in the event of an incident involving medication. All medications are only accessed by appropriately trained workers.

### **Management of Waste**

- Our service ensures that you and people in your environment are not exposed to harmful waste during the delivery of our service.
- We abide by Policies, procedures and practices are in place for the safe and appropriate storage and disposal of waste, infectious or hazardous substances that comply with current legislation and local health district requirements.
- All incidents involving infectious material, body substances or hazardous substances are reported, recorded, investigated and reviewed.
- An emergency plan is in place to respond to clinical waste or hazardous substance management issues and/or accidents. Where the plan is implemented, its effectiveness is evaluated, and revisions are made if required.
- Workers involved in the management of waste and hazardous substances receive training to ensure safe and appropriate handling.

### **Occupational health and safety.**

- Bright Support Services does not tolerate any bullying and harassment by staff or clients. There will be no discrimination against someone's gender, sexual orientation, culture, religion, appearance, marital status. Staff and clients are encouraged to identify and report any concerns around safety and Bright Support Services addresses these as soon as is possible.

### **Nursing**

Nursing is provided by qualified nursing working within their scope of practice and in liaison with the Client's doctors and in accordance with the client's treatment plan.

## **Complaints Management**

- You are always made aware of and given information on our complaints management and resolution system. Complaints made by all parties are welcomed, acknowledged, respected and well-managed.
- We have a complaints management and resolution system. This follows the principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.
- You are encouraged to use our complaints system if you need to as we welcome feedback to improve our services. (See a complaints form attached)

## **Conflict of Interest**

- Organisational policies are in place that detail how perceived or actual conflicts of interests are managed. The conflict of interest policies are made available to participants in the language, mode of communication and terms which each participant is most likely to understand.
- Conflicts of interest, perceived or actual, are proactively managed and documented.
- The participant is supported to understand the distinction between the provision of specialist disability accommodation and other NDIS supports delivered in the dwelling. Where a specialist disability accommodation provider is delivering both specialist disability accommodation and other NDIS supports to the same participant, there are separate service agreements.

## **Risk Management**

Safety is a top priority for Bright Service thus we work hard to minimise all risks to you as a participant in our service, to workers and to others.

We have a work health and safety policy to identify and manage any risk and it includes the steps to take to prevent and manage these.

We have appropriate insurance in place, including professional indemnity, public liability and accident insurance.

## **Incident Management**

You are safeguarded by our incident management processes. We ensure that incidents are acknowledged, responded to, well managed and we apply any learning from these incidents to improve our practice.

The system complies with the requirements under the National Disability Insurance scheme incident management and reportable incidents rules 2018.

## **Management of NDIS Supports**

- Each participant exercises meaningful choice and control of their supports and is able to maximise the value for money from their supports.
- Services and supports are arranged respectfully using the participants NDIS funds as directed by the participants for the purposes intended by the participant and their care plan.
- Each client is provided with information about their support options in language and mode of communication and terms that the client is most likely to understand.
- As appropriate, each client is supported to build their capacity to co - ordinate, self - direct and manage their supports and to understand how to participate in planning processes such as budgeting, and establishing service agreements.
- Supports funded under the participants plan are used effectively and efficiently and are complemented by community and mainstream services to achieve the objectives of the client in their care plan.

## **Human Resource Management**

- Your support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and who have relevant expertise and experience to provide person-centred support.
- Records of worker identity, right to work, pre-employment checks, qualifications and/ or experience are maintained.
- Workers complete a Bright Support Services orientation program and a mandatory **NDIS orientation module** and records of continuing training are maintained.

## **Code of Conduct for staff and clients**

Bright Support Services code of conduct supports the right of people to be safe, to be able to make choices for themselves that will suit their needs. They have a right to dignity and respect and they are able to be actively involved in their care. Staff working with Bright services agree to this code of conduct set out as follows

### **Respect**

- Treat all members of staff, clients and their families, representatives of other services and the community with respect and dignity at all times.
- Recognise that each client is an individual and their individual needs and circumstances must be treated as such including any special needs that they may have.
- Respect people's personal, cultural, backgrounds, religious, linguistic preferences
- Provide care with empathy and sensitivity.
- There will be NO exploitation, abuse, discrimination or harassment of any kind.
- Respect the client's right to choose the care they want and from whom they want it free of any victimization.

### **Professionalism**

- Always act in a professional and ethical manner.
- Deliver reliable, high quality and personalised care in accordance with the care goals of the client and in accordance with the instructions on their care plan.
- Be aware of and respect and protect professional boundaries like not engaging in and physical or sexual activity with clients or expose clients to any pornographic material, not sharing personal information inappropriately and not benefitting from clients in any way like accepting gifts. Clients must NOT be exploited in any way. If a client insists on giving a gift, staff need to inform clients about our policy and it must be recorded in the client's progress notes.
- Maintain and keep up to date all qualifications. Police checks, licences and registrations required to provide care to our clients.

- Staff must present themselves in a respectful manner, dress appropriately for the job, not be under the influence of drugs and alcohol, and not act in a rude or vulgar way.
- Report any abuse or neglect of a child, elder or person with a disability to the relevant authority. Let your manager know of this so that you can get support.

## **Privacy**

- Staff respect and maintain our client's right to privacy and confidentiality.
- We only disclose only the relevant and accurate information that is to be used for the patient's treatment eg care required, diagnoses, medication, GP details and care plan. The patient and their carer consents to relevant information being shared with relevant parties. See consent forms in clients file.
- Staff must be aware of the relevant legislation in this area. (See relevant acts in the policy and procedures section of this document.)

## **Health and safety**

- Always act with regard to the health, safety and well- being of the client and your own safety and the safety of others around you and in the environment you are in.
- Provide care in accordance with appropriate health and safety standards and legislation.
- Only provide services that our staff are capable and qualified to safely provide.
- Report any concerns regarding the health and safety of clients to their carer and to our service for advice and attention. In an emergency or major concern, call 000 to get an emergency response if this is necessary.
- Record all incidents/accidents in the progress note and a report to the manager.

## **Financial issues and conflict of interest**

- Avoid situations which will give rise to financial or personal gain which results in conflicts of interest.
- Workers always act in the clients best interests not their own.

- Financial affairs of clients should not be handled unless it pertains to their daily care and this should be recorded.
- Workers do not give financial advice.

## **Ethics**

- Act honestly and truthfully.
- Ensure that information provided to the client and the service is accurate and in accordance with the values and policy and procedures of our service
- Not offer services that are not in your scope of practice and that of our service if requested refer to our manager.

## **Clients also agree to a code of conduct**

- Clients must treat workers with respect and dignity at all times, respecting their personal, cultural, racial, religious, gender and linguistic backgrounds just as they respect yours.
- Staff have a right to work in a safe environment and thus should not verbally or physical abused in any way or harassed in any way or exposed to any inappropriate sexual activity like pornographic material or images.
- Clients agree to supervise and monitor the care of the care worker in a respectful and appropriate manner.
- Provide staff with all the information they need to provide good care to you.
- Not be under the influence of drugs or alcohol when receiving services.
- Respect and work with staff regarding the rules of service provision like being available to receive the service, let staff know if you cannot receive the service at any time in a timely manner.
- If you have any concerns about the behaviour of staff, report these concerns to the manager to be addressed.
- Participate freely in any discussion regarding your care and making use of the choices that you have in your care plan.

## **Price Schedule**

Pricing is based on the following categories and the hours spent on each activity as set out in the client's care plan/service agreement.

Payments are made in accordance with the funders providing funding to the client or by the client directly. Payments are to the bank account of the service and receipts are provided to the client or their funding agency.

1. Daily Living
2. Home
3. Health and Well-being
4. Lifelong Learning
5. Work
6. Social and Community Participation
7. Relationships
8. Choice and Control

### **Transportation**

Staff use their own cars which must be registered, insured and suitable for transporting clients and it should be in good working condition.

Payments for transport are covered when staff are transporting patients but not to and from their work area.

### **Referrals Non - attendance / Cancellations**

- Referrals are accepted from anyone who wishes to use our service. You can refer to our service by contact us via our website or by calling us on 0404015657.

- An assessment is made of your circumstances and needs. If you agree to use our service and we can provide for your needs, you will be given an appointment and a service agreement is set up to guide your care.

### **Assessment of your needs and personal / social situation**

If you have a NDIS plan, Bright Support Services will follow your plan and will meet your needs in consultation with you. Payments for services will be made as per the NDIS guideline.

If you do not have an NDIS plan or do not qualify for a NDIS plan, we will work with you to undertake an assessment of your needs and your goals and we will work in conjunction with you to meet your needs and to achieve your goals. Payments are made by you or your nominated person according to our reasonable price guidelines. See our assessment form attached.

## **Privacy Policy**

We collect, use, exchange by consent and protect that information as we know that this is important to our clients, customers and staff. Our Privacy Policy outlines how we do this in accordance with the Privacy Act and the National Privacy Principles (2014). Brightside Support Services is a community-based disability care provider specialising in the provision of in-home and community care solutions aimed at helping have fulfilling independent lives and helping Australians live longer in their own home and community.

### **1. Application of the Policy**

Brightside support Services is subject to the Privacy Act 1988 (Privacy Act) and handles the personal information (including health information) that it collects and holds in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act. In addition to the federal Privacy Act, Bright Support Services also complies with certain State and Territory legislation.

### **2. Overview**

This privacy policy explains how we manage the personal information of patients, care recipients and those who provide personal information to our organisation including Bright Support Services personnel. It also describes the sorts of information we hold and why as well as how that information is collected, held, used, disclosed and disposed of. We are committed to protecting the privacy rights of all people.

### **3. What is personal or sensitive information?**

Personal information is information or an opinion about an individual who is identified or capable of identification from the information, whether that information or opinion is true or not.

De-identified information is not personal information and involves the removal or alteration of other information that could potentially be used to re-identify an individual.

Sensitive information is personal information that is given a higher level of protection by privacy laws. It includes information about an individual's health and includes genetic and biometric information. It also includes information about race or ethnic origin, political opinions, membership of political, professional or trade associations or trade unions, religious beliefs, sexual orientation or practices and criminal record. In this Privacy Policy when we talk about personal information, we include sensitive information.

#### **4. Dealing with us anonymously**

Where it is lawful and practicable to do so, individuals may deal with us anonymously or by using a pseudonym (e.g. when inquiring about services generally). However if individuals wish to make a booking with our service, the service will require the provision of personal identifying information.

#### **5. Our website**

Visitors to our website do not disclose information unless they provide such information through the enquiry form. When individuals visit our website anonymously, non-personal information may be collected including but not limited to browser type, version and language, operating system, pages viewed while browsing the site, page access times and referring website address. This collected information is used solely internally for the purpose of gauging visitor traffic, trends and delivering personalized content to individuals while they are at this site.

#### **6. What personal information is collected and held?**

The information collected may include an individual's: name, address (postal and email) and telephone numbers; gender, date of birth, marital status, occupation, religion, country of birth, indigenous status, next of kin; medical history and other health information we are provided with or collect in the course of providing our services; payment information such as credit card details, health fund and health insurance cover details, workers compensation or other insurance claim details, Medicare details, concession card details; other information needed to provide.

#### **7. Why do we collect, use and when can we disclose personal information?**

If an individual is to receive or has received a service from Brightside we will collect, use or disclose their personal information to: do what is necessary to provide the services where the individual would reasonably expect disclosure; ensure continuity of care of individuals and provide ongoing treatment options; manage, fund, service-monitor, plan, evaluate and handle complaints; comply with legal and regulatory requirements; undertake accreditation, quality assurance or clinical audits; undertake billing and debt recovery; address liability indemnity arrangements including reporting to Brightside; prepare the defence for anticipated or existing legal proceedings; contact individuals to respond to enquiries, to follow up, in an emergency, for authorisation in relation to any services; communicate with individuals about our

services or offers from our other integrated care providers; assess job applications; verify an individual's identity; ensure the health and safety of our staff and individuals who use our services or attend our facilities; and provide health insurance We will disclose individual's personal information to nominated authorised representatives only where written authority has been provided or where evidence is provided that they can act on an individual's behalf as a Medical Treatment Decision Maker or Support Person Guardian appointed by VCAT. We cannot provide an authorised representative with access to an individual's personal information unless they can demonstrate that they have the individual's consent, or have legal authority to do so.

## **8. How do we collect personal information?**

We will collect personal information from individuals directly where it is reasonably practical to do so. This often takes place in the ordinary course of delivery of a healthcare service such as when a person attends our service for treatment, completes documents in order to receive that treatment, provides information over the telephone or applies for a job with us.

Other circumstances where we may collect information from third parties: where the patient has a Medical Treatment Decision Maker or Support Person; from an individual's health service provider including specialists; from a health professional who has treated the individual; from an individual's health insurer or other insurer; from an individual's family; other sources where necessary to provide our services; and to assess job applicants (e.g. police checks).

## **9. Trans-border data flows**

Our websites may be hosted by servers outside Australia and we may also use technical support services that are based off shore. This means that technically speaking, individuals' personal information may travel electronically from Australia to another country and back to Australia.

When sending

information offshore, we ensure all providers we engage can and will observe the requirements of the Australian Privacy Principles.

## **10. Storing personal information**

We may store personal information in different ways, including in paper and electronic form. The security of personal and information is important to us and we take all reasonable steps to protect it from misuse or loss and from unauthorised access, modification or disclosure.

We ensure compliance with the Notifiable Data Breaches Scheme established under the Privacy Act 1988 (Cth).

Some of the ways we do this include: requiring our staff and contractors to maintain confidentiality and observe privacy laws to ensure compliance with the APPs; implementing document storage security; imposing security measures for access to computer systems; and only allowing access to personal information where the individual seeking access to their own information has satisfied identification requirements. Personal information is retained for the period of time determined by law and is disposed in a secure manner.

### **11. Keeping personal information accurate and up to date**

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. However, the accuracy of that information depends largely on the quality of the information provided to us. We therefore suggest that individuals: let us know if there are any errors in personal information; and keep us up to date with changes to personal information (e.g. their name and address). Individuals may do this by mail, email or directly on the website (see Contact Us).

### **12. Accessing personal information**

Individuals have a right to access their personal information and can contact us to request access. We may charge a nominal fee for providing access to personal information. In the event that copies of records are requested and approved, we may elect to charge for our reasonable costs involved in providing access. We will endeavour to advise individuals in advance if a charge will be imposed, and the likely amount of the charge. Individuals will be invited to consider other forms of access to minimise cost.

We will disclose individual's personal information to an individual's authorised representatives only where written authority has been provided or where evidence has been provided that nominated individuals can act on an individual's behalf. We cannot provide an authorised representative with access to an individual's personal information unless they can demonstrate that they have the individual's consent, or have legal authority to do so.

### **13. Complaints**

Individuals who believe that we have breached their privacy rights in any way or wish to discuss any issues about our Privacy Policy, should contact Brightside Support Services or telephone us on \_\_\_\_\_, so that we can try to satisfy any questions and correct any errors on our part. Individuals also have the right to make a complaint to the Privacy Commissioner on telephone number 1300 363 992 or in writing to:  
Office of the Australian Information Commissioner GPO Box 5218

Sydney, NSW 2001

#### **14. Contacting us**

Individuals may ask any questions about privacy from the manager via calling on the number provided on the website or you may email her. You may complain about the handling of information or obtain a form requesting access to personal information by contacting the manager of Brightside Support Services.

#### **Further information**

If individuals would like more information about privacy in general, please contact the Privacy commissioner above.

#### **Speak up Policy**

Brightside Support Services takes malpractice, unconscionable conduct, impropriety and endangering health or safety extremely seriously. We are committed to preventing and detecting deviations from the Code of Conduct, and our other policies and procedures and to preventing illegal and other undesirable or unsafe conduct within our business. We encourage people to speak up.

This Policy seeks to promote a culture of honest and ethical behaviour by encouraging employees to report concerns about alleged wrongdoings freely, without fear of reprisal.

This policy aims to:

- Encourage employees and relevant persons to report an issue if they genuinely believe someone has contravened AHC's Code of Conduct, policies or the law;
- Encourage open and early identification of issues that maybe of a concern;
- Highlight that AHC takes these matters seriously and will investigate all reported misconduct or unethical behaviour;
- Outline the mechanisms and infrastructure in place for the reporting and investigation of matters raised by an employee or contractor speaking up;

- Ensure AHC's compliance with all relevant laws and Company policies; and
- Express AHC's commitment to its values and articulate its lack of tolerance for activities that place staff, clients or the organisation at risk.

The Speak Up service should only be utilised where the standard reporting systems have failed to adequately resolve the matter, or where an individual believes they have no other recourse. If in any doubt please report it.

This policy applies to all AHCS employees and relevant subcontractors, regardless of seniority Persons Affected:

**Detrimental action includes:**

- Causing injury, loss or damage;
- Intimidation or harassment; and ☒
- Discrimination, disadvantage or adverse treatment in relation to a person's employment, career, profession, trade or business (including the taking of disciplinary action) or care.

**Wrongdoing** - covered by the policy which should be reported includes:

- ☒ Is dishonest, fraudulent or corrupt;
- Is an illegal breach of state or federal legislation;
- Unethical behaviour or wilfully breaching AHC's code of conduct or other ethical statements;
- Abuse or neglect of clients;
- Improper use of company assets;
- Improper use of social media;
- Financial malpractice, impropriety or fraud;
- Is potentially damaging to AHC or an AHC employee, client or contractor, such as unsafe work practices or substantial wasting of resources; ☒ Is within AHC's control which presents a significant danger to the health and safety of the environment;
- Misuse of confidential information or reporting;

- Conflicts of interest, insider trading , competition or anti-trust violations;
- Actions which would adversely affect AHC’s reputation; ☐ Involves any other kind of serious impropriety.

**Speaking Up** - a disclosure of wrongdoing as defined by this Policy by a concerned party who wishes to avail themselves of the protections offered by this Policy.

**Applicable standards**

- ACHS Australian Council of Healthcare Standards) Criteria
- AHPRA (Australian Health Practitioner Regulation Agency) Standards
- Standards HACC National Service Standard Reference

**Relevant Legislation:**

- Fair Work Act 1998
- Aged Care Act 1997
- Whistle blower Protection Act 2001

**Bright Support Services Feedback /Complaints Form**

We welcome your thoughts about our services. Please feel free to write your thoughts on this form or you call Laila August to let us know your thoughts.

**Date:**

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**What happened**

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*Bright Support Services acknowledge traditional Indigenous owners of the country throughout Victoria and pay my respect to them, their culture and their elders past, present and future.*

