



# CASS Group- Disability Services

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## DUTY OF CARE

<b>Policy Code: 1104</b>	<b>DUTY OF CARE</b>
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### **Policy Statement**

CASS Disability Services has a duty of care to all participants and recognises and supports our participants' rights to self-determination, independence and dignity. CASS Disability Services will act to ensure that participants do not suffer harm or loss either physically, financially or psychologically due to any action, or inaction by this organisation and its employees.

CASS Disability Services' duty of care will include consideration of dignity of risk, that is, the right of informed individuals to take calculated risks.

The organisation will:

- Provide training and information for all staff on their duty of care, code of conduct and professional boundaries
- Assist participants in making informed choices with regard to risk
- Seek appropriate support for participants who may not have the ability to make informed decisions
- Respect client's rights to choose activities that could harm them, provided they understand the risks involved.
- Prevent abuse or harm to participants as a result of staff actions
- Investigate all incidents and accidents and ensure corrective actions and plans are appropriately documented.

### **Procedure:**

#### **Training and information**

CASS Disability Services will provide and ensure all staff and volunteers receive information and training as part of their induction on duty of care, and how to deal with situations where a client is at risk of harm or abuse.

CASS Disability Services will also ensure staff and volunteers are informed of duty of care requirements.



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### Assist participants

CASS Disability Services will support participants and/or their carers and advocates to make their own decisions regarding their care and support at all time by providing information about risk management, involving significant others, family and friends, seeking professional support.

Where participants or representatives are unable to make informed decisions on their own behalf. CASS Disability Services will arrange for assessment by an appropriate professional, this may also include application for a Guardianship Order for ongoing decision making support if the client is at risk.

### Incident management

CASS Disability Services will document and investigate all reported incidents in line with Incident Management Procedures and take immediate action to ensure the safety and well-being of the client. CASS Disability Services will review the incident with the aim to prevent or minimise any future risk of harm.

<b>Documents related to this policy</b>	
Related Policies	Privacy and confidentiality
Forms, record keeping or other organisational documents	<ul style="list-style-type: none"> <li>• CASS Incident Report Forms</li> </ul>

<b>Reviewing and approving this policy</b>		
<b>Frequency</b>	<b>Person responsible</b>	<b>Approval</b>
<b>3 years</b>	<b>Unit Head</b>	<b>HAS &amp; DS Committee</b>

<b>Policy review and version tracking</b>			
<b>Review</b>	<b>Date Approved</b>	<b>Approved by</b>	<b>Next Review due</b>
Version 1	<b>1 June 2014</b>	<b>HAS &amp; DS Committee</b>	<b>31 May 2017</b>
Version 2	<b>29 May 2017</b>	<b>HAS &amp; DS Committee</b>	<b>28 May 2020</b>
Version 3	<b>November 2020</b>	<b>HAS &amp; DS Committee</b>	<b>November 2023</b>