



Safety & Client Incidents

Work Health and Safety

Karakan actively seeks to ensure compliance with the Work Health and Safety Act, and Regulation 2011 and relevant codes of practice. Our clients need to be aware that when Karakan staff work in client homes, the home is considered part of their place of work. For example, Karakan staff are entitled to a smoke-free workplace as per legislation.

Safe Support

Karakan conducts health and safety risk assessments as part of support and service planning with our clients. This is a collaborative exploration which aims to ensure and maintain client safety, the safety of staff, and others. This also helps to clearly outline how we can best support clients over time.

Karakan's service is underpinned by best practice models such as the recovery-oriented practice model. Planning for safe and recovery-oriented service involves talking to you about what matters to you, identifying your strengths, support networks, your journey to date and what challenges and approaches you find helpful for staying safe and to achieve your goals. We will discuss and review your goals and risks in consultation with you throughout your engagement with us, and make sure your support plan and service records are regularly updated to reflect your current needs and preferences.

Client Incidents

Karakan has an incident management system with reporting and investigation processes in place for incidents involving clients. Incidents are opportunities for us to review your support needs with you. In some circumstances we may need to liaise with other people in your support network about your incidents, but we will only do so with people who are part of your circle of consent.

Karakan also makes sure that our staff understand their obligations to identify, prevent and report incidents. This includes any experiences you may have involving suspected or actual violence, abuse, neglect, exploitation and/or discrimination. We will work with you to make sure that all matters are appropriately reported and investigated, and support you to access applicable external advocates or support people.

You can speak with your support worker, team facilitator and/or refer to the resources on our website which includes support continuity information, contact details for a range of emergency types, external advocates as well as the NDIS Quality and Safeguards Commission.

Karakan encourages and welcomes feedback at any time (see the *Client Feedback and Complaints* resource on our website). We may also ask you for your feedback about how we worked with you to manage any incident you might have while engaged with our services.