

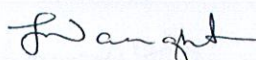
Policy name	Client Safety Policy
Type of Policy	Operational
Policy number	PL-SD02
Policy group	Service Delivery
Version	V2
Status*	Ratified
Ratified by	Chief Executive
Date	March 2014
Due for review/ revision	March 2017
Owner	Deputy Chief Executive

* The status may be DRAFT, RATIFIED or REVIEWED (no change required).

Policy

Objectives	The objective of this policy is to provide guidance to the Organisation on its approach to the delivery of services that promote and maximise safety for clients. Mind recognises the importance of supporting clients to make informed choices, to minimize the impact of harmful behaviours, to maintain their personal safety and to support clients to achieve success and strengthen and exercise their own decision making. Client safety relies on collaborative and on-going communication, assessment and planning between all parties involved in service delivery, including clients, families, workers and other agencies.
Context and scope	Mind's Service Safety Policy has been developed within the organisation's "Model of Recovery Oriented Practice" Framework. This Policy complements requirements of staff as outlined in the Professional Code of Conduct and Supporting Client Safety Procedure.
Policy statement	Mind's Responsibility to Client Safety Mind is committed to client safety through: <ul style="list-style-type: none"> • Creating and promoting a culture that reduces the impact of harmful behaviours, minimises the occurrence of potential risks, promotes client safety and supports clients to achieve success and strengthen and exercise their own decision making as part of the recovery process • Providing effective practice tools for staff in assessment and management of issues relating to risk and service delivery safety and on-going training in the use of these tools • Establishing processes for evaluating, monitoring and improving client safety outcomes

Approved by:



Chief Executive

Promoting Client Safety Awareness

Mind will ensure that risky behaviours and maintaining safety are openly discussed with clients throughout the duration of service, including during assessment, planning and review meetings.

Mind will promote opportunities and strengthen clients' capacity for informed decision making and awareness of implications of choices made. Mind will work with clients to strengthen their resilience and capacity to deal with and respond to consequences of decisions made. Mind will seek to minimize the impact of harmful risks through promoting self-care and responsibility.

Mind will openly communicate with clients, carers, family members and staff around safety through a number of avenues including meetings, training, supervision, forums and newsletters.

Duty of Care

Staff have a duty of care to all clients, to families and carers and to the community. It is expected that staff provide a standard of care commensurate with their position that aims to achieve the best outcome for each client while at the same time respecting the client's right to make their own decisions. This area is dealt with in more detail in the Duty of Care Policy.

Client Rights and Responsibilities

Clients will be provided with opportunities to direct decisions and choices made in accordance with their rights under the Charter of Human Rights and Responsibilities Act 2006 and Mind's Client Rights and Responsibilities policy. Mind staff will explain all rights and responsibilities information in a way that the client can understand.

Assessment of Safety

Assessment is a collaborative on-going and dynamic process aiming to meet the immediate and longer-term needs of clients and their families and incorporates the assessment of safety to minimise potential harm to clients, families, carers, staff and the community. Mind staff will undertake assessment of safety with clients, along with their family member or carer (where appropriate) throughout the duration of service delivery including at assessment, planning, review and change in circumstances.

Deterioration of Mental Health Well-Being

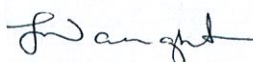
Mind will seek to reduce the impact of deterioration in mental health and harmful behaviours through supporting clients to develop appropriate personal safety plans. Mind will work with clients to build their strengths, capabilities, awareness and resilience to realise and respond to changes in their personal recovery and mental health well-being.

Processes and Tools.

Mind will ensure that effective processes and tools (in line with appropriate legislative requirements, methodology and best practice) are provided to staff to enable them to support clients in the area of safety, collaborative risk assessment and informed decision making. This includes ensuring that staff have appropriate training and supervision to apply these tools in partnership with clients.

Commitment to Client Critical Incident Review and Reduction

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Mind will work with stakeholders (clients, families, carers, and other agencies) to identify incidents and events that the organisation proactively takes steps to minimize, with the aim of striving toward a minimal occurrence of these events.

Relationship between Client Safety and Staff Safety

There may at times exist a complex overlap between client safety and staff safety. In accordance with organisational work health and safety (WH&S) requirements, Mind ensures staff safety. This area is dealt with in more detail within WH&S policies and procedures.

Reporting, Monitoring and Improving

Client Safety will be reviewed, evaluated and monitored on a regular basis to ensure continuous improvement is embedded into the system.

Procedures and Related Documents

Procedures that relate to this policy

- PR-SD02-01 Supporting Client Safety Planning Procedure
- PR-SD01-01 Strengths Based Assessment and Individual Recovery Planning Procedure
- PR-WHS04-01 Staff Impact Reporting Procedure

Related policies

- Model of Recovery Oriented Practice
- PL-PC02 Code of Professional Conduct
- Consumer Rights & Responsibilities Policy
- PL-WHS01 Health Safety and Wellbeing Policy
- PL-WHS02 Work Environment Policy

Relevant legislation or standards

- AS/NZS ISO 31000:2009 Risk management - Principles and guidelines.
- Mental Health Act 1986 Victoria.
- Mental Health Act 2009 South Australia.
- National Mental Health Standards 2010.
- Work Health and Safety Act 2011.
- Safety Management Plan.

Document Change History

Version	Status*	Comments	Prepared by	Ratified by	Date Issued
1	Ratified	Distributed for consultation and feedback incorporated	Kathy Abramoff, Rana Grace	Gerry Naughtin, CEO	7 th June 2012
2	Reviewed	Review minor changes made in line with development of supporting client safety procedure	Michelle Hilton	Deputy CE	28 Feb 2014

Approved by:



Chief Executive

