



OUR POLICIES AND PROCEDURES

Contents

Welcome to <i>focus</i>	2
Rights and Responsibilities	3
Client Rights.....	3
Advocacy	3
Individual Values and Beliefs	4
Working with Families	4
Person Centered Active Support	5
Independence and Informed Choice	5
Choice and Control.....	6
Group Meetings.....	6
Individual Meetings.....	6
The People’s <i>focus</i> Group.....	6
The <i>focus</i> Family Advisory Network	6
Feedback and Complaints	7
Making a Complaint	7
Complaints Process	8
Receiving the Complaint.....	8
Complaint Resolution - Client feedback	8
Decision Reviews	8
Incident Management.....	9
Preventing and Responding to Abuse	10
The Zero Tolerance Commitment.....	10
The NDIS Code of Conduct	10
People, Culture and Safety	1
Recruitment processes.....	1
Disability Workers Screening Check	1
Learning and Development – staff training	1
Medication Management.....	1
Money and Property	1
What Client Information does <i>focus</i> collect?	2
When is Information shared?	2
Use of Personal Information	2
Notifiable Data Breach Scheme (NDB)	2
Participant Consent.....	3
Photos and Videos.....	3
Informed Consent.....	3
Quality and Continuous Improvement	4
Reference List.....	5

Welcome to *focus*

Thank you for choosing us.

With over 45 years experience, *focus* provides person centered services to more than 140 adults living with disability throughout the Mornington Peninsula and surrounds.

We work with the people we support to ensure that they are valued, respected, and empowered to make their own choices and decisions. Our vision is to be a service that provides high quality support, where every person is *living the life they want*.

About this guide

This guide is for the people we support and their families.

Upholding the human rights of the people we support is at our core. This guide contains information about those rights and what we are doing to protect them. It includes summaries of our policies - *what we must do*, and explains our processes - *how we will do it*.

Please keep this guide handy so you can refer to it when you need to. The information in this guide is current at the time of printing, with the latest version available via the website or request.

Contact

If you have any questions regarding the information in this guide, please contact the Continuous Improvement Officer

Ph: 5981 5100

Email quality@focuslife.com.au

Rights and Responsibilities

focus supports and upholds the legal and human rights of people with disability and ensures they are able to exercise them. We have a responsibility to commit to these rights as they have been defined and protected in the United Nations Conventions and enforced through Commonwealth and State Laws.

We expect that our staff treat each person with dignity and respect and value their unique contribution. We also strongly believe that each person should be encouraged and supported to exercise choice and control and participate in their community to the fullest extent that they wish. To achieve this we work with the wider community to improve inclusion by raising community awareness about issues affecting people with disabilities.

Client Rights

Freedom to make choices and express opinions is a human right. *focus* supports people to participate in decisions and make choices about their lives and actively uphold their right to:

- privacy and confidentiality
- be treated with dignity and respect
- be free from physical, sexual, emotional and verbal abuse
- be free from discrimination
- a safe and healthy environment within the service and their facilities
- understand information to make informed life choices
- information on how to lodge a complaint if they are unhappy with any aspect of the service
- make complaints which will be dealt with fairly and promptly

Advocacy

focus supports the right for people with disabilities to use an advocate to participate in choice and decision making on their behalf. Disability advocacy plays an important role in making sure that the rights and interests of people with a disability are respected and realised.

An advocate can be a family member, friend, or advocacy service who acts on behalf of a client to promote and protect their rights.

We advise our clients of their right to request an advocate to represent them at any time. We also work with peer advocacy groups to provide education to clients to promote self-advocacy skills. Information about advocacy resources is provided and explained at intake, planning assessments and reviews, and is available via email, in our services, and on request.

Individual Values and Beliefs

We are committed to upholding a person's rights regarding:

- Equity
- Respect
- Dignity
- Diversity
- Non-discrimination

At *focus* the person is at the centre of everything we do. Their cultural preferences will guide how we support them. When working alongside a person from culturally and Linguistically Diverse (CALD) background, *focus* is committed to creating and maintaining a workplace and culture that is respectful of all people. This applies to all of our processes including intake, support planning and service delivery. *focus* is committed to fostering a service that respects and values diversity of customs, cultures and beliefs and we will not tolerate harassment or discrimination of any kind. Any allegations of such behaviour will be investigated and promptly addressed.

Working with Families

focus values and promotes positive open relationships between families/carers and the organisation. We strongly believe that a partnership relationship between the organisation, the family, friends, and/or advocate, and the individual is very important when providing a quality service to our clients.

focus is committed to ensuring that all planning processes within the organisation provide opportunities for input from families and that all contributions are embraced and treated in a professional manner. Staff will respect the input of families into the planning process. Family members are often the best people to help understand a person with complex communication and to discover what a person likes and dislikes. Families will have their views and cultural identity taken into consideration alongside the views, cultural identity, needs and best interests of the person for whom they care.

Person Centered Active Support

The aim for all people, irrespective of abilities or behaviour is to:

- be in control over their life
- be more involved in the community
- gain independence
- pursue interests
- be more connected to others
- Have healthier bodies and minds by getting out in the fresh air and sunshine and being physically and mentally active.

The **focus** vision is to provide high quality support to people with disabilities so that every person can say, *I am living the life I want*. To achieve this vision, **focus** is committed to the philosophy of person centred active support. This means we believe in supporting each person to participate to the best of their ability in every aspect of their life.

Independence and Informed Choice

We support people to make choices and informed decisions about their life by applying the principles of person centred practice in our planning processes. These processes involve meeting with the person and their support network, listening to what they want, and putting goals and strategies in place to actively support them to them live in their communities as they choose. People are not simply placed in pre-existing services and expected to adjust, rather, **focus** strives to deliver service that reflects the preferences of the person. Person centred planning meetings occur throughout service delivery, beginning at client intake and including all areas of support provision. The key principles that underpin person-centred practice are:

- the person is at the centre
- their wider social network is involved as full partners
- there is a partnership between the person, their family and the service provider
- the whole of life is considered

Our evidence based practices acknowledge that everyone can meaningfully participate in their daily lives when the appropriate support is provided. The phrase Person-Centred Active Support denotes that this approach involves more than just providing opportunities and direct assistance for activities. Rather than doing things *for* people, the ultimate aim is to support people to live the lives they want to live, doing the things they want to do, following their agenda and respecting their decisions. We are committed to ensuring the people we support are in control of their own plans and are encouraged to make their own decisions about how they want to live their lives. **focus** actively connects and develops working relationships with community supports and services available in our local areas. These include: volunteering and employment, sporting, social and recreational clubs, community centres, cultural and spiritual organisations, and adult education facilities. We will do everything we can to ensure the safety and wellbeing of our clients while they are participating in community based activities.

Choice and Control

focus engages in consultation and collaboration through a number of processes to make sure our services are informed and influenced by the input from the people we support and their families. People need to be able to communicate what they want and how they are feeling. We support people with a range of communication abilities and styles and recognise that the freedom to express an opinion or choice is a fundamental right that we need to respect and uphold. To ensure that everyone can have a say and be heard, we provide a range of opportunities and approaches to the people we support. *focus* welcomes feedback from the people we support at any time.

Group Meetings

Client meetings are a forum where people can strengthen and develop their self advocacy skills through making choices, voicing their opinions or requesting changes in services. These meetings are held fortnightly across our services, with staff support. An agenda is developed that may include things like holidays, activities, upcoming events, news, housekeeping issues, and organisational updates. Communication aids are also used to ensure people can contribute in a way that enables meaningful choice and decision making. The minutes of those meetings are recorded and relevant information is reported within the next team meeting to the staff so they are always aware of the decisions the people they support are making.

Individual Meetings

Some people we support may prefer not to engage in group meetings and this is acknowledged through providing fortnightly opportunities for 1:1 meetings and/or chats. Minutes are also taken at these meetings using a feedback/chat form that is kept in the person's information file. If the person consents, any issues raised are then forwarded onto relevant staff for discussion.

The People's *focus* Group

The People's *focus* Group is an initiative that addresses the need for people with an intellectual disability to exert influence in areas of *focus* policy and practice. It is comprised of individuals who access a variety of *focus* support services and meets every six weeks at our Head Office in Moorooduc. The individual members of the People's *focus* Group have been actively involved in shaping roles for themselves that are reflective of their strengths and interests as well as a functional need for the wider *focus* participant base. The roles address the areas of:

- Peer driven advocacy
- Choice and Control / Power & Influence
- Community Involvement
- Risk & Safety (Home to Community & Residential services)
- Indigenous Engagement
- Family representation & Engagement
- The group reports to the *focus* Board after every meeting through the Chief Executive Officer.

The *focus* Family Advisory Network

This group includes family members who provide input and feedback. They work with *focus* to uphold, support, maintain, and defend the rights of people with disabilities by contributing ideas and advice that guides quality service provision and supports person centred practices.

Feedback and Complaints

focus welcomes, acknowledges, respects and addresses all complaints and feedback from our clients, families, staff, members of the community and any other service providers. Part of our feedback system includes an annual family survey, conducted by an external agency which seeks to gain input from families about their satisfaction with our services and provides a platform to offer suggestions for improvement.

Our complaints and feedback systems support people to raise concerns anonymously or otherwise. We encourage you to provide feedback whenever you have an issue or complaint, and assure you it can be done without fear of retaliation, discrimination or disadvantage. We provide complaint management training to our staff to ensure they can facilitate the complaint and feedback process and can support people to engage with it.

We have a clear documented process in place for receiving, responding, and resolving complaints in a fair, timely, and confidential manner. If you require assistance, any staff member can support you to make a complaint or provide feedback to either our organisation or to the NDIS Commission.

We support our clients in their right to make a complaint by regularly discussing it with them. We have developed an Easy Read version of our Complaints Policy as well as an accessible complaint form. These are available at all services along with visible information in easy English about how to make a complaint to the NDIS Commission. We will also ensure you have access to advocacy resources should you wish to engage their services to support you in making a complaint.

Making a Complaint

A person wishing to make a complaint may do so in writing, electronically, verbally, anonymously, and/or in a communication method that reflects their preference to:

- The staff member they were dealing with at the time
- The Customer Relationship Leader or Activities Facilitator of that staff member
- The relevant Area Manager, Chief Operating Officer, or another Member of the Executive Team
- *focus* Head Office
- the *focus* Board
- The NDIS Quality and Safeguards Commission should they wish to contact an external agency

Complaints may be made by:

- Submitting a completed Feedback and Complaints form. The Feedback and Complaints form is available online at the *focus* website. A copy of the form can be mailed out upon request.
- Feedback and complaints via telephone may be made on (03) 5981 5100
- Anonymous complaints may be made via the website feedback and complaints link.
- Written complaints may be sent to
Continuous Improvement Officer
focus Individualised Support Services
The Coolstores
4/475 Moorooduc Hwy
Moorooduc 3933
- Feedback and complaints via telephone may be made on (03) 5981 5100

Complaints Process

Receiving the Complaint

- Once the complaint has been received, the relevant staff, leader and manager will gather all relevant information and record it using our electronic complaints management system. *focus* supports the right for people with disabilities to use an advocate to participate in the complaints process on their behalf. Disability advocacy plays an important role in making sure that the rights and interests of people with a disability are respected and realised.
An advocate can be a family member, friend, or advocacy service who acts on behalf of a client to promote and protect their rights.
We advise our clients of their right to request an advocate to represent them at any time.
- In assessing all the gathered information, they will determine the necessary steps to then take. Some complaints may warrant a full investigation of the issues identified before the complaint can be resolved.
- If the complaint was not made anonymously, the Chief Operating Officer may appoint the Continuous Improvement Officer or another person to make an initial contact you to advise that they are handling the complaint, to ensure that all relevant information has been provided, and to work with us to determine a fair and appropriate outcome.

Complaint Resolution - Client feedback

- Once an outcome has been reached between parties, a Complaints Feedback form will be provided to you to seek feedback to understand if the resolution process met your expectations. This feedback form will be either emailed, mailed or if language is a barrier, you will be contacted via phone and the form completed accordingly. This feedback will be assessed by the Chief Operating Officer and/or CEO as part of continuous improvement opportunities.

Decision Reviews

If you disagree with the outcome of a complaint, you can ask for a review of the decision. This can take the form of:

- Requesting an internal review of the decision
- Contacting the Chief Operating Officer
- Contacting an advocacy organisation
- Contacting the NDIS Quality and Safeguards Commission

We are happy to provide contact details for these avenues upon request.

Incident Management

We record all incidents and report and investigate incidents in accordance with legislative and organisational requirements.

focus maintains an internal incident management system which includes mandatory reporting of:

- a description of the incident
- whether the incident is reportable following the NDIS Commission incident reporting rules and guidelines
- the time, date and place at which the incident occurred or was first identified
- names and contact details of the persons involved in the incident and any witnesses and person recording the incident
- actions taken in response to the incident, including actions taken to support or assist the people affected by the incident
- details and outcomes of any investigation undertaken by *focus* if required

This reporting is part of an overall incident management system that includes:

Policies and procedures outlining responsibilities and processes staff adhere to in identifying, managing and resolving incidents and in preventing incidents from occurring as well as prioritising participants' safety and wellbeing in the management process

Allocation of individual responsibility for reporting to the Commissioner all incidents that are reportable incidents.

focus supports the right for people with disabilities to use an advocate to participate in incident reporting processes on their behalf. Disability advocacy plays an important role in making sure that the rights and interests of people with a disability are respected and realised.

An advocate can be a family member, friend, or advocacy service who acts on behalf of a client to promote and protect their rights.

We advise our clients of their right to request an advocate to represent them at any time.

Our staff are trained in all Incident Management policies and procedures.

As part of our commitment to continuous improvement, review, analyse and discuss any incidents to determine whether changes to processes, additional training and/or evaluation support strategies needs to occur in a proactive approach to minimising incidents from reoccurring.

Preventing and Responding to Abuse

focus is committed to creating a culture where the safety of people supported is essential to how we provide our services.

We take all reports of abuse or suspected abuse very seriously and as such, all suspected cases of abuse and/or neglect are reported, recorded and actioned according to legal, government department and moral obligations. Our staff are trained in abuse prevention, client rights and the NDIS Worker's Code of Conduct.

focus supports the right for people with disabilities to use an advocate to participate in submitting any allegations of abuse on their behalf. Disability advocacy plays an important role in making sure that the rights and interests of people with a disability are respected and realised.

An advocate can be a family member, friend, or advocacy service who acts on behalf of a client to promote and protect their rights.

We advise our clients of their right to request an advocate to represent them at any time.

The Zero Tolerance Commitment

focus supports a *Zero Tolerance* commitment to violence, neglect and abuse of people with a disability.

As part of this commitment to Zero Tolerance we:

- ensure that the health, safety and wellbeing of people supported in **focus** is the paramount consideration in service provision, with practices that provide maximum protection from abuse, neglect and exploitation
- promote a culture of no retribution in the case of reporting, including reporting of suspected or alleged abuse, neglect or exploitation or incidents suggestive of abuse, neglect or exploitation
- Ensure timely, adequate and appropriate responses to incidents.
- Use evidence-based practices for the prevention and identification of and response to abuse, neglect and exploitation, which is supported by ongoing and appropriate workforce development and training
- create a culture of 'See something, Say something', where workers and clients feel supported to speak up when they witness or become aware of information about an alleged abuse including reporting of suspected or alleged abuse, neglect or exploitation or incidents suggestive of abuse, neglect or exploitation
- develop clear Whistle-blower protections to encourage transparency and prevent abuse from going unreported

The NDIS Code of Conduct

All **focus** staff must comply with the NDIS Code of Conduct. This requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct.

As an NDIS service provider we must report notifications of abuse to the NDIS Commission and to Victoria Police. In the case of potential criminal offences (such as theft, violence, assault, threats, intimidation, or harassment) and other situations where appropriate, we report the incident to the police and/or pursue legal recourse.

People, Culture and Safety

Recruitment processes

focus adopts a values based approach when looking for people to work with us. Our recruiting, training and development processes create a team that collectively provides high quality support to people with disabilities, so that every person can say *"I am living the life that I want"*.

Disability Workers Screening Check

Upholding the rights and maintaining the safety of people with disability is an essential priority of **focus**. We acknowledge that a key step in the safe provision of services is to ensure that all persons working in or for the organisation have been deemed appropriate by undertaking all necessary background checks.

focus will ensure that all persons who regularly have more than incidental contact with people with disability including staff, volunteers and contractors have background checks which are

- Correct and appropriate;
- Current; and
- Recorded in accordance with legal requirements

With the introduction of the NDIS Quality and Safeguarding Framework, a national Disability Worker's Screening Check will be introduced in the near future. This scheme will strengthen existing pre employment screening to better protect people with disabilities who access our services.

When implemented, the National Database will have a register of cleared and excluded workers from all states and territories to enable national portability of clearances. It will also support national ongoing monitoring of the criminal history records of workers with clearances.

Learning and Development – staff training

focus is a learning organisation. We are committed to creating, acquiring and transferring knowledge so that our thinking and the way we do things is constantly reformed and refined.

focus is committed to ensure all staff receive quality learning and development opportunities in a safe and supportive learning environment. We encourage reflection, conversation and fresh thinking.

Our expectation is that staff fully engage with learning and development activities that inform their knowledge and practice.

We train staff to understand, respect and support the rights of people with disabilities. All **focus** employees are required to undergo mandatory NDIS Code of Conduct training, and we run a comprehensive training schedule to develop and maintain a skilled workforce to remain qualified to deliver the required supports.

Medication Management

focus is committed to safe and effective prescription, storage, transportation, and administration of medication for clients that is consistent with regulatory requirements.

ALL staff are required to complete mandatory medication training and achieve competency in relation to medication administration. First aid training is also a pre employment requirement. In certain cases such as when a specific health care plan identifies complex administration and delivery systems, additional training must be undertaken before staff can perform any specific health tasks.

Medication is defined as including prescribed and non prescribed medication in the form of tablets, capsules, drops, ointments, lotions, sprays, inhalers and transdermal patches.

Staff will only administer approved medication as directed by the client's health professional and are required to follow our policies and procedures related to our Medication Management system.

Money and Property

focus respects the right of the people we support to have their personal money and property protected. Where staff are directly involved in supporting people to manage their finances, consent is ascertained within the service agreement process. Staff must follow policies and procedures that ensure client's money is safeguarded from misappropriation. Records are kept of any income or expenditure related to personal finances or accounts of individual clients, with daily reconciliation tasks completed and verified.

focus cannot make financial decisions or be financial administrators on behalf of the people we support. We recommend each person considers having a financial administrator in place, particular in respect to safeguarding the person's future.

Information Management

focus recognises that privacy is a human right, protected by Commonwealth, State and Territory privacy laws. Our policies and procedures ensure we comply with all relevant legislation and align with our obligations within the NDIS Commission Practice Standards.

What Client Information does *focus* collect?

- personal information
- health information
- daily notes
- assessments (past and current)
- photographs/videos of people we support in their daily lives, at special events and their achievements

The primary purpose for collecting this information is to help us provide appropriate services as well as perform functions such as planning, funding, monitoring and evaluating our services.

When is Information shared?

- when consent has been given to *focus* sharing certain information with certain individuals or another organisation (i.e. another service provider) when *focus* is under a legal obligation to do so, such as a court or tribunal
- Where the release of information is required to meet a duty or perform a function under the NDIS Quality and Safeguards Commission and/or Victorian Senior Practitioner. For example: mandatory reporting requirements.
- where it is necessary for the treatment or care of a person and the person is unable to consent, and may otherwise suffer detriment
- to the Public Advocate

Use of Personal Information

We have an electronic information management system that includes security functions to ensure access to people's personal information is controlled and only available to staff with an appropriate level of access. Hard copy information is kept in a safe, locked place with restricted access. The people we support are able to access information we have about them, and may ask us to correct their information at any time. We have an easy read version of our Information Privacy policy which we discuss with clients, ensuring they are aware of their rights and our responsibilities regarding their information.

All identifiable personal information is for use by *focus* staff only and is not made available to external agencies unless consent has been provided. All staff sign a confidentiality agreement as part of their employment contract with *focus* and receive training relating to the need to protect the privacy, dignity and confidentiality of the people they support. Our employees are not allowed to share information that is confidential unless required for mandatory reporting purposes and with written consent. Staff are not permitted to contact the person or their family for reasons outside the parameter of supports that *focus* is providing.

Notifiable Data Breach Scheme (NDB)

The purpose of the NDB scheme is to protect people whose personal information has been released without their authority or has been lost. Under the Privacy Amendment Act, *focus* must notify the Privacy Commissioner of the Office of the Australian Information Commissioner and anyone who has been affected when a data breach involving personal information is likely to result in serious harm.

Participant Consent

Before we provide a service, *focus* must ask for the consent of the person to collect the personal information we need. We obtain this consent during the Service Agreement process.

As an NDIS provider, we must meet the standards and requirements of the NDIS Quality and Safeguards Commission. Part of meeting those standards involves going through an accreditation process, which includes providing auditors with access to our records as well as client contact information. The auditors may use this information to contact you about the services we provide. You can request that we do not make your records and contact information available to our auditors by contacting our offices.

If we need to release information to other people or service providers, we will seek consent beforehand and will not do so unless we have permission.

Photos and Videos

We might take pictures to use in support plans, to document daily activities and to share in our newsletter or on our website. We will ask for consent to do this in the Service Agreement process.

Informed Consent

If a person does not have the capacity to give informed consent, we will assist them to access other services and ways that can help them make informed choices and decisions. This includes accessing formal guardianship and advocacy services

Quality and Continuous Improvement

focus is committed to quality management and to building and maintaining a culture of continuous quality improvement.

The core purpose of continuous improvement is to better the quality of service provision, through meeting or exceeding the expectations of the people we support. We do this by keeping those people at the centre of our quality management system and processes.

focus works in partnership with the people we support to understand their needs and expectations. We involve staff, our corporate governance body, people who receive our service and other stakeholders in service review processes. Our recruitment and selection processes demonstrate a values based approach, with position descriptions including reference to continuous improvement and the expectation that quality is embedded within daily practices across the organisation.

The *focus* quality management system clearly defines and drives our commitment to continuous improvement, aligning our practices with the requirements of industry and community standards, as well as regulatory and contractual obligations.

Our system incorporates internal audits, processes and mechanisms that:

- document improvement plans, activities and outcomes
- gather information on performance by tracking complaints, incidents and achievements and use this information to inform continuous improvement
- report internally on progress and performance

Improvement is the cornerstone of our quality management system.

Reference List

Policies and procedures outlined in this in this booklet are aligned to the following legislation and standards:

- The Universal Declaration of Human Rights 1948
- The United Nations Convention on the Rights of People with a Disability 2008
- Privacy Act 1988
- National Disability Insurance Scheme Act 2013
- NDIS Quality and Safeguards Framework Practice Standards and Quality Indicators January 2020
- Human Rights and Equal Opportunities Commission Act 1986
- NDIS Incident Management and Reportable Incident Rules 2018
- NDIS Complaints Management and Resolution Rules
- Australian Pharmaceutical Advisory Committee: Guidelines for Medication Management 2006
- Drugs and Poisons and Controlled Substances Act 1981
- Drugs Poisons and Controlled Substances Regulations 2006
- Victorian Information Privacy Act 2000
- Privacy Amendment (Notifiable Data Breaches) Act 2017
- Australian Privacy Principles of March 2014
- Health Records Act 2001
- NDIS Commission Code of Conduct March 2019
- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Disability Act 2006
- The Charter of Human Rights and Responsibilities Act 2006

Here is a list of the *focus* Policies and Procedures summarised in this booklet – any of which can be provided upon request:

- Client Rights Version:9.004001 Issued:3/02/2020 (Easy Read version also available)
- Choice and Control Version:7.004018 Issued:14/02/2020
- Advocacy Version:3.004075 Issued:12/02/2020 (Easy Read version also available)
- Person Centred Active Support Model Version:5.004023 Issued:11/09/2017
- Information Privacy Version:6.004114 Issued:8/02/2020 (Easy Read version also available)
- Complaints Management Version:2.004001 Issued:29/10/2019 (Easy Read version also available)
- Client Incident Reporting Version:3.004125 Issued:8/01/2020
- Medication Administration Version:3.004008 Issued:1/03/2019
- Freedom from Abuse, Neglect and Exploitation Version:11.004031 Issued:5/02/2020
- Worker Screening Version:3.004015 Issued:19/01/2018
- People's *focus* Group Terms of Reference
- Family Advisory Group Terms of Reference
- Working With Families Version:5.004013 Issued:6/12/2019