

Working with Our Clients

Date Created: 24 April 2018

Review: 19 April 2022

1. Purpose

Guides 4 Sight provides 'one to one' assistive services to people with disability, the elderly and people with short term assistance needs, to improve or maintain independence. We specialise in assistance and support for people with vision loss (Blind), dual disability vision loss and hearing loss (Deafness and Blindness).

This process is to clarify our role, in regard to our clients, in assisting independence, building confidence and supporting individual choice and control.

2. Scope

This procedure applies to all Guides 4 Sight employees, contractors and volunteers in how they conduct themselves while carrying out of their duties with individual clients.

Our aim is to be as 'flexible as possible' in our assistance program to encourage our clients to continue and/or remain as independent as possible. Our clients manage their day to day tasks with our creative assistance. We encourage them to try new things with the confidence of knowing they are supported by someone they trust.

3. Related Legislation and Policies

- [National Standards for Disability](#)
- [Australia's Anti-Discrimination Law](#)
- [Privacy Policy](#)
- [POL3 Feedback Compliments and Complaints Policy](#)
- [POL3a Feedback Compliments and Complaints Form](#)
- [POL6 Privacy and Security Policy](#)
- [POL4 Code of Conduct](#)
- [POL5a Risk Assessment - Safety Action Plan](#)
- [PRO9 Use of ACROD Parking Permits](#)
- [PRO204 Emergency Evacuation Plan](#)
- [PRO205 Serious Incident Reporting Process](#)

4. Definitions

'**Employees**' includes office staff, support workers, coordinators, casual staff, volunteers or contractors who represent Guides 4 Sight in any capacity.

Guides 4 Sight are not [Carers](#) - we offer 'Assistance Services' or 'Supports'.

5. National Standards for Disability

There are six National Standards that apply to disability service providers.

- 5.1 Rights:** The service promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence.
- 5.2 Participation and Inclusion:** The service works with individuals and families, friends and carers to promote opportunities for meaningful participation and active inclusion in society.
- 5.3 Individual Outcomes:** Services and supports are assessed, planned, delivered and reviewed to build on individual strengths and enable individuals to reach their goals.
- 5.4 Feedback and Complaints:** Regular feedback is sought and used to inform individual and Organisation-wide service reviews and improvement.
- 5.5 Service Access:** The service manages access, commencement and leaving a service in a transparent, fair, equal and responsive way.
- 5.6 Service Management:** The service has effective and accountable service management and leadership to maximise outcomes for individuals.

In all our activities, whether they be office based or out with our clients in the community and when representing Guides 4 Sight in both formal and or informal settings, we must be continually aware of these standards and strive to deliver best practice at all times.

6. Our Clients

Our clients direct their own services and support arrangements to suit their strengths, needs and goals. We respect the support provided by families, friends and carers and encourage clients to have advocates of their choice attend with them at any time they engage with Guides 4 Sight. Our assistance services may be provided in a variety of ways for example; once off assistance, ad hoc assistance, regular support and/or intermittent assistance.

7. Individualised Assistance

Guides 4 Sight assistance is based according to our client's individuality and fully supports their continued independence.

We must respect that independence has many shapes and forms. It is not up to Guides 4 Sight staff to determine what independence looks like.

Working with each person 'one to one' enables us to get to know the clients and assist in a way that supports their individual needs, offers encouragement and support in a way that adds value to the client personally. This is also called a 'Person-centred approach' and ensures that individuals design their own services and are central to the planning, delivery and review process.

Guides 4 Sight employees are required to complete the NDIS Quality and Safeguards Commission 'Worker, Safety and You' module to assist workers better support people with disability [NDIS Worker Orientation Module](#)

8. Client specifics – things to check:

Assistance Coordinator and assistance services employees need to get to know the client's special interests and personal situation. Each person has the responsibility to ensure client records are updated with any changes, for example:

- Available workdays/hours (any time of the week)
- Special Interests: such as art, writing, yoga walking, hiking, camping, riding, etc
- Health Issues (Impact on assistance/activities, what to be aware of)
- Fears/Restrictions – anything the client will not do (eg loud noises, heights, crowds)
- Other supports/services
- Types of assistive technology utilised
- Method of preferred communication
- Client's decision about G4S using their digital images from events for promotional purposes.

9. Risks to clients

Guides 4 Sight actively identifies and prevents violence, abuse, neglect, exploitation, or discrimination of our clients through the delivery of varied multi skilled staff members who see clients on a daily basis. This allows a rotation of multiple skilled staff to monitor clients and report any concerns that may be identified immediately.

We have constant open communication with family members and other supports, and we encourage our clients to have their own advocates present at all interactions with Guides 4 Sight. We are able to cross check and identify any concerns via client shift notes, which are monitored by multiple staff daily.

Refer to G4S Risk Register and PRO205 Reportable Incident Process

10. Terminating, cancelling/withdrawing services

Cancelling/withdrawing Services Participants are requested to give the provider a minimum of 48 hours' notice if the participant cannot make a scheduled support appointment (e.g. change of mind, unwell).

Where the minimum notice is not provided (without notice), charges will reflect;

- The agreed hours of support booked, or
- A minimum of two hours support, where a specific end time had not been identified.

This enables us to ensure we can keep our assistance staff available for your regular services.

Terminating Services: Should either party wish to end a G4S Service Agreement this can be done with the provision of 14 days' notice. Notice can be provided verbally by phone call, email, text, or another written format.

If services have already been received under a service agreement it is necessary for payment of the relevant invoice to be made.

If you decide you no longer need our services, we would like to discuss with you why you feel this way, so where possible we can improve our services.

Guides 4 sight may terminate services as per examples below:

- Non-payment of services
- Safety for our staff that we consider put them at risk
- Violence/abuse (physical and verbal) towards our staff

Should any of the above situations occur, the situation will be referred to senior staff who will contact the participant, nominee, or authorised person to discuss prior to services being terminated. Written notification will be provided as required in confirmation.

11. Supported Medication Assistance:

Guides for Sight DO NOT administer medication under any circumstances. However, staff may be required to assist vision impaired clients to identify their medication.

Assistance Coordinator and assistance services employees must ensure that each client who has to take medication is fully knowledgeable and capable in regard to:

- Has completed their 'Health Information Section 5' form
- They know the name/s of their medication and dosage
- Can provide a description of their tablets, for example; shape, colour, number of tablets and self-administer.

NOTE: On occasion, due to unforeseen circumstances, a client may 'drop' their medication and request assistance to find or collect the appropriate tablets. Guides 4 Sight employees may assist by confirming details such as colour, shape/size, and number of tablets to the client, however the client is responsible at all times for checking medication and the decision to self-administer.

12. Working with vision impaired clients:

Guides 4 Sight employees should get to know the client individually to understand and respect individual preferences.

- Understand Touch is important – be respectful
- Personal Trust is extremely important
- Paint a picture with words - you must be verbal, detailed, expand your descriptions and conversation, no assumptions – do not point, say 'over there' and its ok to correct other people if their information is wrong.
- Pre-empt situations/problems and offer solutions/ideas for consideration
- Awareness of surroundings at all times – looking ahead/planning
- Awareness of potential risks and avoid these – looking ahead/planning
- Simple but creative solutions are often the best
- Be proactive and offer suggestions or alternatives
- Be social – a person without vision does not see facial expression, does not get visual queues
- Do not touch personal assistive technology without permission (mobility canes or wheelchairs, computers or phones).

13. Our Clients may have:

There are a range of other benefits that clients may have access to, for example:

- [Companion Card](#) (entitled to discounts)
- [Taxi Users Subsidy Vouchers](#) (TUSS discount vouchers)
- [Disability Pension Card](#) (entitled to discounts)
- Blind Pension (entitled to discounts)
- Commonwealth Seniors Card
- [Health Care Card](#) (entitled to discounts)
- [Department of Transport ID - Identification Card](#)
- Transperth Travel card (VisAbility) – vision impaired
- Transcribing of written documents to alternative - vision impaired
- ACROD parking permit

Where possible, utilise these discounts where offered to reduce expenses for clients.

If you become aware that a client does not have access to any of these, ensure their client record is updated and their coordinator is made aware so further enquiry/action may be taken.

Guides 4 Sights responsibility is to ensure consistency of information sharing regarding these benefits so that no client is disadvantaged.

14. For clients with vision loss / legally blind we will provide

- Sighted Guiding for Orientation and Mobility.
- Verbal translation of visual information about the surroundings and the activities or people around you. To ensure your client can understand what's happening, can participate and be informed.
- Supportive assistance and respect any other orientation methods such as; guide dogs, mobility cane, wheelchair etc.

Guides 4 Sight is committed to providing information in a format that is accessible to all and will adapt information to suit, such as

- large print,
- email,
- braille,
- digital,
- pdf format or word document
- phone apps and/or
- technology compatible with our clients' preferences.

We will work with each client individually or the service provider to find an alternative format if none of the above works for our clients.

15. Communication for Deaf and Hearing-impaired clients

For Deaf or hearing-impaired clients, Guides 4 Sight offer different communication methods such as Auslan and Tactile Auslan: committing to employ communication guides for everyday type communications.

Where required, we will employ NAATI Accredited Interpreters for formal or information gathering events and confirmed appropriate by the client to ensure clients are fully informed while being assisted.

16. Money Management and Handling

This is our clients sole responsibility and Guides 4 Sight staff do not handle our clients' money before, during or after any transaction or in any capacity.

Occasionally we will be asked to confirm visually what colour a note is and ensure that the client understands the note they are using, and that it is correct for the transaction being processed.

17. Waste Management and Handling

Management of waste - Not Required

G4S staff in normal day to day operations would not handle Medical or hazardous waste. Once off accidental situations may arise and would be noted as an incident. General office waste, paper shredded, plastics and kitchen waste are recycled.

18. Medication Management and Handling

Management of Medication – Not required

Guides4Sight DO NOT administer medication under any circumstances. As part of intake process each client is identified to be fully knowledgeable and capable in regard to medication or alternative arrangements are made and documented: 'Health Information Section 5' client able to self-administer.

19. Mealtime and Severe Dysphagia Management

Management of Meals and Dysphagia – Not required

Guides4Sight DO NOT manage participants meals or clients with severe dysphagia. As part of Guides 4 Sight intake process each client is identified to be fully capable regarding meal management. On occasion our clients require a verbal description of what food is in front of them and it's placement. We may occasionally assist with food preparation at the request and under direction from the client to assists with tasks such as chopping difficult vegetables.

If a situation should occur where we are assisting a client with Dysphagia we would refer to a nurses assessment and a meal management plan provided by their primary service provider. (eg: SIL) This would also be identified in the Client Risk Assessment Form. However, this situation would be unusual and outside of our scope of supports.

20. Reference Group:

Our clients are our informal 'Reference Group'.

Guides 4 Sight is in regular contact with our clients and highly regards any feedback or ideas provided. Our clients and their informal support network are our focus group and sounding board for new ideas, new products, social engagement and feedback regarding our business.

Any insight or feedback is recorded in client notes as part of the assistant's report. This information is also feedback to management via the 'Feedback, Compliments and Complaints' form and/or registered on the database feedback register.

During the year Guides 4 Sight may hold formal and informal get-togethers, group discussions or small group sessions to further examine or introduce new ideas. Minutes of these meeting will be kept as a record of the event, discussions and outcomes for future reference.

Working with our clients		PRO8
Date	Changes	Authorised
24/04/2018	Creation of Document	CMT
23/05/2018	Additions to existing content	CMT
11/06/2018	Supported Medication information	CMT
23/09/2019	Updated terminology & NDIS Quality and Safeguards Commission Worker, Safety and You module	CMT
19/03/2020	Reviewed and updated	CMT
27/04/2020	Updates	AJB
18/05/2021	Added Money Management and Handling	VRP
27/05/2021	Added Waste Management and Handling	VRP
27/05/2021	Updated and formatting edited	VRP
15/11/2021	Updated and formatting edited	MSA