

Core Module Manual

Full Care Lifetime

PHYSICAL ACCESSIBILITY POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure that Full Care Lifetime provides a physically accessible service environment that is responsive to its participants' support and communication needs.

This policy and procedure apply to all staff and meets relevant legislation, regulations and standards. It should be read in conjunction with Full Care Lifetime Work Health and Safety Policy and Procedure.

POLICY

Full Care Lifetime ensures that its services are physically accessible and safe. It takes a continuous improvement approach to ensuring ongoing accessibility for all staff, participants and other stakeholders.

PROCEDURES

- Information for participants will be provided in a variety of formats such as different languages, Easy English, face-to-face or phone explanation by staff, and the use of interpreters and advocates. Specific formats provided will be responsive to demand data (see Full Care Lifetime Service Access Policy and Procedure) and individual participant needs.
- Full Care Lifetime will provide suitable participant resources to accommodate the local population. This will take into account cultural backgrounds, disabilities, age and developmental stage where appropriate. Any premises signage will also be consistent with local population requirements.
- Where physical access issues are identified, the Director will consider how the premises might be modified to accommodate a person's needs. Where reasonable, the Director will ensure permanent modifications are made.
- Where participants or stakeholders are unhappy with any aspect of the service's accessibility, they will be directed to Full Care Lifetime Complaints, Compliments and Feedback Policy and Procedure.
- Full Care Lifetime premises and service provision will take into account wheelchair accessibility such as ramped access to the premises; proximity to public transport; and phone service reliability during advertised opening hours.
- Entries and exits will be clearly lit, slip-resistant, signposted and clearly marked. Appropriate entries and exits will be available for mobile equipment, such as wheelchairs (where possible).
- The office has steps with no ramp or lift to aid wheelchair or disability access. Whilst participants do visit the office, at times, it is preferable to make alternate arrangements including meeting with participants in their home or within the community.
- Aisles and walkways will be at least 600mm wide, free of furniture and other obstacles, and where necessary clearly marked with yellow lines. Staircases will be guarded with upper and lower rails, with a handrail on at least one side.
- Power-operated doors and gates will have safety features to prevent people being struck or trapped. They will also be suitably signposted, to warn of potential hazards.
- Staff will maintain good housekeeping practices and a tidy workplace at all times to reduce the risk of injury from slips and trips.
- Work areas will have enough space to allow someone to move about freely without strain or injury and evacuate quickly in case of emergency.
- Where noise, heat or manual tasks are involved, a larger work area will be provided where possible.
- Floors will be slip resistant and free of any hazards, such as cables and loose tiles, which can cause slips or trips. Carpet or mats will be used in office areas and where staff are undertaking static standing work.

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- The Operations Manager will ensure there is sufficient light to enable staff to perform tasks without straining their eyes or adopting awkward postures. Additional lighting will be used at places of particular risk.
- Internal workplaces will be properly ventilated with windows and doors, fans or air-conditioning.
- The service environment temperature will be maintained between 20°C and 26°C. Staff, participants and other stakeholders should report conditions that are too hot or too cold to the Operations Manager.
- Equipment must not produce noise that exceeds the maximum noise level recommended by the Standards Association of Australia or as specified in local laws. If noise causes discomfort, staff, participants and other stakeholders should report the problem to the Operations Manager and options to reduce noise/provide PPE may be considered.
- Full Care Lifetime will provide clean, safe and accessible toilets, drinking water, washing and eating facilities, and secure storage for personal items.
- Where staff, participants or other stakeholders are working or undertaking activities outdoors, they will have access to shelter for eating meals and taking breaks, and to protect themselves in adverse weather conditions. They will also be given personal protective equipment (PPE) for protection against the sun.
- Working alone or remotely increases the risk of any job, particularly exposure to violence and poor access to emergency services. Staff who are required to work alone will be provided with appropriate communication systems and other safety equipment.
- Incidents relating to physical accessibility should be reported in accordance with Full Care Lifetime's Incident Management policies and procedures.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes