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### 1. COMMUNITY CONNECTIONS INCORPORATED'S POSITION

The Community Visitor Program is designed to protect the interests of adults who have impaired capacity or a mental or intellectual impairment and cannot make their own decisions. For example; mental illness; psychiatric disability; intellectual disability; acquired brain injury; dementia, who may in some circumstances have impaired decision-making capacity.

Purpose of Community Visitor is to ensure that:

- Adequate services are provided for assessment, treatment and support;
- The standards of accommodation, health and well-being are appropriate;
- Services are provided in a way least restrictive of rights;
- Adequate information is available for consumers about their rights; and
- There is an accessible and effective complaints process in place.

At the request of the Public Guardian, the Community Visitor can also investigate other concerns and refer unresolved complaints to external agencies for investigation or resolution.

Community Visitors have legislative authority to:

- Access all areas of the residence;
- Require Lifestyle Assistants to answer questions;
- Request documents related to the support of an individual; and
- Make copies of relevant documents.

Community Visitors are required to:

- Notify Lifestyle Assistants when they arrive at the residence;
- Discuss any concerns with individuals and staff;
- Clarify any issues when reasonable and practical to do so;
- Resolve complaints by or for a consumer; and
- Report to Lifestyle Assistants when leaving the residence.

### Accessible Documentation

An accessible document is any document relating to the individual including their records, policies and procedures or documents relating to an individual, including personal or medical files, regardless of who owns the file. These can include:

- incident reports;
- individuals' medical records and medication charts;
- individuals' financial records;
- individuals' behaviour management program and treatment plans;
- policy and procedures;
- complaints policy.

## 2. PURPOSE

The aim of this guideline is to develop protocols for Lifestyle Assistants to follow during visits from the Community Visitor.

## 3. PROCEDURE

1. Lifestyle Assistants must observe the Australian Privacy Principles in all matters relating to dealing with the Community Visitor. If you feel you may be in breach of the **Privacy Act 1988** and/or the **Privacy Amendment Act 2012** you should respectfully advise the Community Visitor that you will seek advice about your concerns before responding to their requests. In most dealings with the Community Visitor this will not be an issue, however, when in doubt seek advice from the office and the Management Team.
2. Lifestyle Assistants will provide the appropriate documentation to the Community Visitor when requested.
3. Lifestyle Assistants will provide answers to questions from the Community Visitor about the particular individual they are visiting with the following provisos.
  - You are not obligated to answer questions relating to: The families and/or advocates of the individual or about other staff members including Community Connection Incorporated's Management Team or Committee Members. The Community Visitor can ask those types of questions to the person(s) directly concerned.
  - You are not obligated to answer questions about any other individual/residence administered by Community Connection Incorporated other than the one currently being visited by the Community Visitor.

4. If the Community Visitor requests you to perform any tasks you feel uncomfortable about, you are to phone the office, or if out of office hours, the on call person, for advice and assistance.
5. Lifestyle Assistants must keep in mind their duty of care obligations which dictates that the needs of person you are supporting must always take priority.
6. If an individual has an appointment or indicates that he/she wishes to go out during a Community Visitor visit, Lifestyle Assistant will inform the Community Visitor of the situation and ask that they respect the individual's wishes and re-schedule their visit or wait outside until the individual returns home. If any issue arises relating to this matter contact the office or if out of office hours the on call person, for advice and support.

#### 4. CONTRAVENTION

Legally, community visitors have the power to:

- enter a residence without notice between 8am and 6pm on any day and access all areas. Access to an individual's rooms is subject to their approval
- enter a residence out-of-hours with authorisation from the committee or a delegate
- require a service provider to answer questions and, upon request, produce accessible documents relating to the issue (see accessible documents above)
- inspect and make copies of any relevant accessible documents
- confer alone with an individual or Lifestyle Assistant
- require the service provider to provide help where practical.

There are criminal penalties if staff do not comply with requests for information or give reasonable assistance. The Community Visitors exercise these powers to ensure individuals' rights and interests are not compromised while they are being cared for.