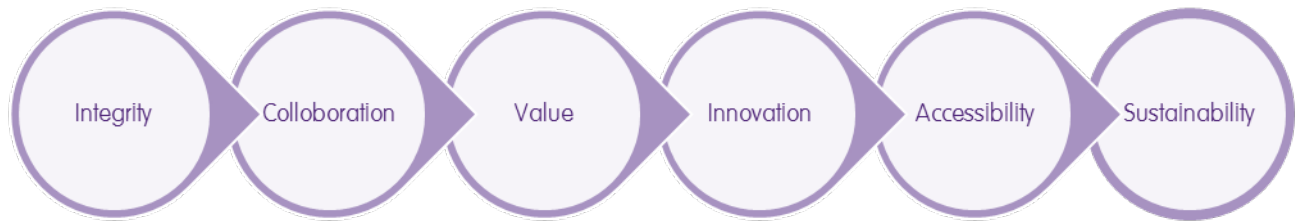


HCA Health, Wellbeing and Safety Statement



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability are the values that underpin all of our services and relationships.

Policy Statement

HCA is committed to providing employees with a safe, healthy and supportive environment in which to work and recognises that the health and wellbeing of our customers and employees is important to delivering quality services in a safe environment to achieve the best outcomes for you.

HCA view health and wellbeing as a priority to achieving quality delivery of services.

Policy Details

How can HCA make your environment safe for staff and yourself?

- By making sure that HCA staff are aware of everything that can assist them in performing their duties while supporting you especially if it's at your own home.
- HCA will work with you to conduct an assessment at your home and provide advice or recommendations on how to make your environment safer for the worker and yourself.
- Informing HCA if there are any animals or pets in your home, if you have changed something (locks, furniture arrangement) or if something is not working (e.g. a light bulb blown out, toilet not working), or anything else that you might have noticed after we have completed an assessment

HCA believes that health and wellbeing covers a broad range of area's for both you and our staff that will contribute to a holistic, fulfilled and well balanced lifestyle which includes

- Advocating on behalf of the customers that HCA deliver services to ensuring that your health and wellbeing needs are being addressed in an appropriate manner
- Ensuring that health and wellbeing needs and goals are included in your plan
- Ensuring that the plans are updated if changes occur
- Assisting customers to actively take control and lead, as far as possible the ongoing management of their general health and wellbeing
- Providing information on health and wellbeing that is reflective of your age, gender and also takes into consideration your cultural and spiritual beliefs in a non-judgemental manner
- Ensuring the safety of HCA's staff while assisting you to achieve your goals

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Disability Services Standard 3 – Wellbeing