

Complete Custom Footwear Policies and Procedures

Assessment and Consultation Policy and Procedure

CCF requires all clients to have an initial assessment and consultation. It is CCF's primary concern to ensure all supplied orthotics and footwear are adequately fitted and benefit our clients needs. To reach this standard an assessment and consultation must be completed. Bookings are essential and initial assessments and consultations are only able to be offered on Monday's and Wednesday's. Once a month on a Thursday clients in Gympie, Hervey Bay, Maryborough and Gympie areas are able to be serviced via our travel clinic, offering at-home visits for rural clients. For clients in Brisbane and surrounding areas we offer at home visits on Fridays. All initial assessment and consultation's cost \$70 and last for the duration of 45 mins to an hour. Please contact our office on 0410 983 101 or visit our website to book.

Complaints, Compliments and Feedback Policy and Procedure

CCF endeavours to offer a quality service to all clients. To ensure that each client feels as if they have been listened to, cared for and provided with a high-quality product we welcome all feedback to continue to improve our service. We offer a Complaint and Feedback Form to all our clients which is accessible through our website, in store, or via request over the phone, post or email. Complaints and feedback can be given anonymously if they wish by submitting over our website (on the contact page) or via post. Once a complaint has been submitted we will immediately begin an investigation into the circumstances that transpired that gave cause to the complaint, and seek to address the complaint in the best way possible to ensure an acceptable resolution is achieved. During the investigation and resolution process we will keep the complainant involved and informed. All complainants will be accorded procedural fairness.

If a client is a participant of the National Disability Insurance Scheme and wish to make a complaint directly to the NDIS, or they are unhappy with the resolution we supply they are able to contact the NDIS Commission by calling 1800 035 544, or visiting their offices in person, or by going to ndis.gov.au for further information. Any other client whose services with us are members of or have a referral from another health body (MASS, DVA, Hospital) can also submit a complaint or feedback directly to that health body. If any client needs assistance or support in contacting their health body we will assist in any way possible. We endeavour for our complaint and feedback process to be easy and accessible with the goal always being an expedient resolution.

All information provided is confidential and will only be disclosed if required by law or if appropriate in the circumstances. A record of the complaint and all actions taken to ensure its resolution will be kept and stored for 7 years.

Consent Policy

To administer the best quality footwear and orthotics our registered pedorthist will sometimes be required to touch a client's feet. Clients will always be asked for their express consent before any touching occurs. We also need to take photographs of client's feet to help in the administration of the approval process (approval is only required if a health body is covering part or full payment of services) and to help in the construction of footwear. Sometimes we will video a client whilst walking to get a visual assessment of how the footwear is aiding or hindering a client's mobility. If any photos or videos need to be taken, we will ask for the express consent beforehand. We believe consent should always be expressly given to ensure there is no miscommunication and to protect our clients feeling of safety and comfort. If a client is unable to communicate then their carer or guardian will be asked if they believe the client gives their implied consent. Consent can always be withdrawn at any time. Any photographs or videos taken will remain private and confidential and will only be used for the sole purpose of assisting in fitting the best footwear possible. Some information may need to be shared with a third party to access funding if necessary. We also may use a notation service during consultations which we will always make the client aware, and get consent to do so.

We will get the client or guardian to sign a consent form to ensure they can supply express consent.

Incidents, Accidents and Emergencies Policy and Procedure

CCF tries to protect our customers from any risk that can cause any potential harm. If an incident that has, or could have, caused harm to a client or another person then CCF will manage that incident. An Incident Form will need to be filled out to ensure a comprehensive record is made detailing the circumstances of the incident. After this has been completed an investigation will be conducted where we will identify, assess, manage and seek to resolve the incident. We will try to assist anyone who is affected by the incident by providing support through the investigation period and ensuring it has a quick resolution. If a client is a member of a health body (NDIS, MASS, DVA, Hospital) then they may be able to access an advocate if they wish to do so. If the injury is serious we may have to report the incident to the relevant health body. The NDIS Commission state a reportable incident is any of the following when occurring in connection with the provision of supports or services. This includes:

- the death of a person with disability
- serious injury of a person with disability
- abuse or neglect of a person with disability
- unlawful sexual or physical contact with, or assault of, a person with disability
- sexual misconduct, committed against, or in the presence of, a person with disability, including grooming of the person with disability for sexual activity
- use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability

If a reportable incident does occur the practice manager at CCF will notify the NDIS Commission within 24 hours if the client affected is a member of NDIS.

We will do everything we can to ensure the incident is adequately managed and resolved, and put in place any remedial actions that are needed to prevent any similar incidents from occurring again. All records kept regarding incidents will be kept for the minimum requirement of 7 years.

Privacy, Information and Confidentiality Procedure

CCF believes that all information supplied by our clients is private and confidential and will not be used for any other purpose but to help produce the best possible outcome for each client. We assure all new clients that any information given on forms, or during their consultation, will only be used to assist in administering footwear and will be safely stored to ensure all information remains private. We may need to provide information to a third party if the client needs to access third party funding and needs a quote or clinical justification to be provided to access that funding.

On occasion we may want to photograph a custom-made shoe for our records and for our online platforms. We will always seek express consent from our clients before we do this. No other information regarding the owner of the shoe would be made public, only the picture of the shoe.

All information will be safely stored for seven years as required by law.

Workplace Health and Safety Risk Management Policy and Procedure

CCF takes their clients' safety very seriously. We aim to mitigate all potential risks on site and effectively manage Workplace Health and Safety risks. This is done by identifying all potential risks on site, and in the workshop, and ensuring that we have managed those risks to mitigate any potential harm (both physical, mental and environmental). We take our duty of care seriously and are continually assessing and improving on the safety measures within the store, consultation room and the workshop. All identified risks that cannot be completely eradicated are appropriately signed and are moved into areas that clients are not able to access. A fire plan displaying the appropriate exit is available to all clients within the waiting area for perusal. A safety rail is installed into both areas where clients may need to stand or walk for assessments. Areas in which clients are permitted are restricted to ensure safety and ease of mobility. Staff is always happy to accommodate any concerns or questions in relation to risks.

A risk assessment overview is completed quarterly to ensure our safety measures are up to date.

All insurances are kept up to date and cover professional indemnity, public liability and accident insurance.

Service Agreement Policy

All clients are given a Service Agreement once they accept the quotation and wish for CCF's service to move forward. The Service Agreement outlines the terms of sale including the terms of payment, how feedback and complaints are made and how to terminate the Service Agreement. The Service

Agreement is occasionally updated to ensure it reflects the most current terms of sale and relevant information. Once the Service Agreement is signed both the client and CCF will be bound by its terms and are only to be terminated from the agreement once the transaction has been completed or it has been terminated in accordance with the conditions of the agreement.

Human Resource Management Policy

At CCF we aim to ensure that all staff are adequately trained and experienced to maintain the level of quality within the company. It is important for all staff information and records to be up to date and safely stored. All staff at CCF are required to complete pre-employment and police checks before starting their position to ensure our clients safety. Staff needs to complete an orientation and induction specific to their role and training needs to be continual in accordance with legislation and NDIS requirements. Job descriptions and roles must be clearly set out and encompass all the responsibilities, limitations and scope of their roles. If a role should change then the job description must be updated. Staff are encouraged to provide feedback and be provided development opportunities if their role caters for it.

Emergency and Disaster Management Policy and Procedure

CCF endeavours to address any existing or new emergencies or disasters to ensure we keep our clients, and staff, safe whilst still being able to deliver our services in the safest manner possible. The health, safety and wellbeing of our clients and staff will always be prioritised, and any risks that arise from an emergency or disaster will be considered and mitigated in a timely manner, to ensure we can still deliver our services and support. Upon the development of an emergency or disaster we will garner any information relevant to the situation, and alter how we deliver our services in response. Any changes will be immediately communicated with our clients, and/or their support workers via telecommunications or email. Any emergency and disaster management plans that are put in place may be subject to change as the situation develops, which will be communicated to clients and their support networks as soon as possible. Regardless of the type of emergency and disaster communication will be open between CCF and clients throughout the whole period. Feedback to new plans are welcomed in accordance with our *Complaints, Compliments and Feedback Policy and Procedure*.

Covid Control Policy and Procedure

In response to the Covid outbreak further hygiene practices have been implemented as standard practice. All staff have undertaken training in regards to infection control and personal protective equipment ('PPE'). Continued training will also be undertaken by staff who have face to face contact

with clients to ensure we are implementing up to date health advice from the government and its subsidiaries, such as the NDIS.

No appointments are to overlap to minimise contact between clients and communal spaces are to be sanitised between appointments. Any clients presenting with a fever or other associated symptoms are asked to not come into the store until they have had a negative covid test, and are no longer presenting with any symptoms. If there is more than one client in the waiting area, we respectfully ask for them to practice social distancing in accordance with the social distancing stickers attached to the floor. If another wave of covid is occurring we may have to reschedule appointments if there is a reduction of staff, and also may post out footwear and orthotics with strict instructions for wear and usage.

We ask clients to please respect the safety and wellbeing of our staff, and to please wear a mask if asked to do so. Hand sanitiser will be distributed throughout the shop for use by clients, and if a mask is requested, or needed, we will provide one. Masks and gloves (PPE) will always be available for staff to utilise in accordance with recommended practices and through relevant infection control training. If further restrictions are required we will contact all clients and/or their support workers with all relevant information.