



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, Harvey 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 45mins 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 are unhappy with the resolution they are able to contact the National Disability Insurance Agency 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.

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. 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.

Privacy, Information and Confidentiality Procedure

CCF believe 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.

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 ensure 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 feedbacks 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, limitation 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.