

2.15 Duty of Care Policy and Procedure

Version	1	Last Updated	12/03/2015
Drafted by	CoM / General Manager	Approved by CoM on	12/03/2015
Responsible Persons		Scheduled Review Date	

Related Policies / Procedures: 2.15.1 A Breach of Duty of Care; 2.15.2 Negligence; 2.34 Risk Management

Related External Assistance: C.2 External Advocacy Services

Principle

A duty of care is to take reasonable care of a person.

Clients using any SPDL program have the right to expect that all those who provide services for them will take reasonable care to avoid harming them, and to protect them from foreseeable risk of injury.

Policy

All staff and volunteers owe a duty of care to clients and are responsible and independently accountable for their actions at all times. All staff and volunteers will possess the necessary skills and knowledge to provide risk free services.

Procedure

SPDL will ensure that:

- all staff, volunteers and clients are provided with a pamphlet explaining Duty of Care upon their commencement with SPDL and all staff and volunteers employ safe work practices; and