Duty of Care

Duty of Care refers to the general legal standard of care that an individual should show to another individual to keep them from harm. Harm may include physical injury, psychological injury or a breach of a person's rights (e.g. privacy). It is a legal obligation of all people and refers to a standard of care that would be reasonably expected to be provided in a given situation. The "reasonableness" of care will depend on factors such as age, experience, training and what is "expected" by the community.

Duty of Care is an aspect of the law of negligence. The law of negligence will explore three key factors in determining duty of care:

1. The general responsibility to be careful where injury or harm is foreseeable.
2. The expected standard of care in this situation.
3. What would be expected of a reasonable person in that situation.

For Interchange, the duty of care standard expected by the community for the safety of all participants is very high. It is expected that the agency will have specific skills, experience and procedures that enable a high quality of care and risk mitigation in most anticipated situations. The training, skill development and focus on continued development provided by Interchange is critical to ensuring that staff and volunteers have the necessary skills and capacities to meet the very high standard of care required by the community for the people we are engaged to support.

ResponsibilitiesofStaff&Volunteers

- To undertake training and development opportunities.
- To ensure that all activities are well planned and organised.
- Ensure that they understand risk mitigation in relation to the activities of the agency.
- To exercise a high standard of care at all times in the conduct of their work.
- To ensure they are not placed in situations that they feel are beyond their capabilities.
- Take reasonable care to ensure that program participants are protected from injury and harm.
- To report any breaches of duty of care observed in their work at Interchange.