

Policy: Freedom from Violence, Abuse and Neglect

Purpose

This purpose of this policy is to ensure that Achieve Australia services promote, uphold, and respect the legal and human rights of people with disability (their families, carers and supported decision makers). This includes the rights of clients to make informed choices, exercise control, and maximise their independence regarding supports provided.

Achieve Australia will ensure, as far as possible, that clients access supports that are free from violence, abuse, neglect, exploitation, and discrimination. We acknowledge the capacity of all clients who access our services to determine their own best interests and to make decisions about their own lives.

Our Freedom from Violence, Abuse and Neglect Policy aims to ensure that

- we demonstrate that we have zero tolerance for violence, abuse, neglect, exploitation and discrimination
- we work to actively prevent violence, abuse, neglect, exploitation and discrimination
- we have processes in place to respond effectively to suspicions, allegations and incidents of violence, abuse, neglect, exploitation and discrimination, including maintaining appropriate records
- we have an incident management system in place which oversees the management of all incidents and is used to document allegations or incidents
- we ensure that any client (or person we support) affected by an allegation or incident relating to violence, abuse, neglect, exploitation or discrimination is appropriately supported, including access to an advocate and other appropriate services of their choice
- where the allegation or incident involves a child or a person with disability who has a guardian or substitute decision maker, we will immediately inform the parent, guardian or supported decision maker and provide support as required
- we review our policies, procedures and processes, and take action, following a breach of our violence, abuse, neglect, exploitation and discrimination policies and procedures, to ensure that similar allegations and incidents do not reoccur
- we comply with the requirements under the National Disability Insurance Scheme (Quality Indicator) Guidelines 2018 and the NDIS Code of Conduct.

Scope

This policy relates to all employees, contractors, volunteers and students on placement responsible for delivering services on behalf of Achieve Australia.

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013
- Disability Discrimination Act 1992
- Australian Privacy Act 1988
- Disability Discrimination Act 1992
- Children’s Guardian Act 2019

Reference Documents

- United Nations Convention on the Rights of Persons with Disabilities
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Notifiable Instrument)
- NDIS Code of Conduct
- Terms of Business for Registered Providers (effective 1 July 2016)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Achieve Australia Privacy Policy and Procedure
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Personal Finance Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure
- Achieve Australia Client Incident Management Policy and Procedure
- Achieve Australia Responding to a Suspicion or Report of Sexual Assault
- Achieve Australia Child Protection Policy
- Achieve Australia Employment Related Child Protection Procedure
- Achieve Australia Incident Report (Visicase)

Policy Owner	Operations Executive		
Approved By	Chief Executive Officer		
Date Approved	14/06/2020	Review Date	14/06/2022

Objective	Policy Description
<p>An environment free from violence, abuse and neglect</p>	<p>Achieve Australia will ensure all its services operate in an environment which is free from all types of abuse and neglect, including but not limited to</p> <ul style="list-style-type: none"> • Domestic violence • Neglect • Physical and emotional abuse • Sexual and physical assault • Financial abuse • Systems abuse • A pattern of abuse
<p>Appropriate procedures in place</p>	<p>Achieve Australia has procedures in place which respond immediately to allegations of violence, abuse and neglect. This includes suspicions of long term low level neglect where clients may not be supported to access preventative health care such as dental care</p> <p>Achieve Australia further safeguards clients we support by providing guidelines on the management of client's personal funds. This ensures financial records are kept to a high standard by preventing fraud or mismanagement. Staff will receive training in recognising indicators in the procedures for reporting violence, abuse and neglect. Access to records is restricted to those who are directly involved in reporting and responding to the incident or allegation to ensure that a person's right to privacy is upheld.</p> <p>A designated person is appointed to be the sole contact for the person, family, guardian or other support person, when providing information about the incident or allegation and subsequent investigations.</p> <p>Children and young people in voluntary-out-of-home care (VOOHC) are supported throughout the processes of managing an allegation of abuse or neglect.</p>
<p>Clients (people we support) are aware of their rights in relation to being safe and protected from</p>	<p>Each person has the right to not be intimidated or exploited and not be physically, sexually, emotionally, financially or verbally abused.</p> <p>Achieve Australia will</p> <ul style="list-style-type: none"> • listen and understand the way people communicate,

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violence, abuse and neglect	<p>including their communication preferences and wishes</p> <ul style="list-style-type: none"> • keep people informed about what is going to happen before acting and throughout any process in response to abuse and neglect • ensure that people with high support and/or communication needs are well supported to enable detection and prevention of abuse and neglect • provide information in a format that supports the person (for example, plain English, communication boards, photographs or picture cards) as well as to their family and friends, advocate or guardian (as required) to identify and report abuse or neglect • ensure appropriate physical, emotional and psychological support is available and easily accessed by a person following an allegation of abuse or neglect.
Relevant staff are trained in identifying and reporting allegations of violence, abuse and neglect of Achieve Australia clients	<p>Relevant staff will receive training in detecting behaviours and signs that indicate or constitute abuse and neglect which includes reporting procedures. Achieve Australia will take measures to ensure that people with disability, their family, carers, supported decision makers and employees are not victimised or harassed in any way for reporting a suspicion or making an allegation.</p>
Staff understand the organisation's and their own roles and responsibilities in identifying and reporting incidents of violence, abuse and neglect	<p>All staff and witnesses will cooperate with the investigations of NSW Police and other agencies if required.</p> <p>All staffing levels are directed to cooperate with investigations by NSW Police or other agencies and supported to do so.</p> <p>The roles and responsibilities of management, staff and volunteers in responding to a report or allegation of abuse and neglect are documented in our Client Incident Management and Reporting Procedure.</p>