



**DD's Compassionate  
Support Pty Ltd.**

**NDIS**

## **Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Procedure**

Policy area	Governance and Risk Management
Document type	Procedure
Applicable to	DD's Compassionate Support Pty Ltd
Version	05.001
Date approved	01 June 2024
Approved by	Director
Review date	30 June 2026
Policy Sponsor	Director
Related policies	Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy Risk Management Policy Incident Management Policy Client Health and Wellbeing Policy Duty of Care Policy Client Advocacy Policy Consent Policy Surveillance Technology Policy Diversity Policy Support Planning Policy Service Access and Exit Policy Service Delivery Policy Privacy Policy Conflict of Interest Policy Client Feedback and Complaints Management Policy Continuous Improvement and Quality Management Policy Client Living Alone and Receiving Personal Care from Sole Worker Policy Human Resources Management Policy Workplace Aggression and Violence Policy Client Money and Property Policy
Authority	NDIS Act 2013 NDIS Practice Standards and Quality Indicators NDIS Code of Conduct UN Convention on the Rights of Persons with Disabilities UN Convention on the Rights of the Child Australian Human Rights Commission: National Principles for Child Safe Organisations Aged Care Act 1997 Aged Care Quality and Safety Standards

	Aged Care Code of Conduct
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## PURPOSE

The purpose of this procedure is to explain how our organisation safeguards clients against all forms of violence, abuse, neglect, exploitation and discrimination.

## SCOPE

This procedure applies to all our workers (employees, contractors and volunteers).

## DEFINITIONS

Term	Definition
<b>Abuse</b>	<p>Behaviour which involves significant risk of harm to a person by controlling, bullying, threatening and/or violent behaviour. Abuse can be:</p> <ul style="list-style-type: none"> <li>• physical;</li> <li>• sexual;</li> <li>• emotional;</li> <li>• psychological; and/or</li> <li>• financial.</li> </ul> <p>It includes both acts and omissions (i.e. failure to act) and threats as well as actual abusive behaviour.</p> <p>*See the table below 'Types of Abuse' for definitions of the different types of abuse.</p>
<b>Child Abuse</b>	<p>Behaviour which involves a significant risk of harm to a person under the age of 18 by controlling, bullying, threatening and/or violent behaviour. It includes the types listed above and neglect and abandonment. 'Abandonment' is when someone responsible for providing the necessary care to an older person, fails to do so.</p>
<b>Coercive Control</b>	<p>This is a form of abuse and violence that involves a person exerting power over another person through fear and control. The perpetrator takes control over aspects of the victim's everyday life such as:</p> <ul style="list-style-type: none"> <li>• where they can go;</li> <li>• who they can see or communicate with;</li> <li>• what they can wear; or</li> <li>• when they can sleep or eat</li> </ul>

	It also includes denying access to services and supports that the person needs and humiliating and/or degrading the person.
<b>Discrimination</b>	The unfair or prejudicial treatment of a person, or group of people, based on personal characteristics such as race, culture, gender, age, ability, family circumstances or any other defining criteria.
<b>Elder Abuse</b>	Behaviour which involves a significant risk of harm to an older person (60 years or older) by controlling, bullying, threatening and/or violent behaviour. It includes the types listed above and neglect and abandonment.
<b>Exploitation</b>	Behaviour which involves taking advantage of someone and treating them unfairly to profit from them or otherwise benefit from them. It includes a person withdrawing money out of another person's bank account without their consent, forging cheques, stealing from another person, or wasting their money or property.
<b>Grooming</b>	When someone builds a relationship, trust or emotional connection with a vulnerable person (child/young person, person with disability or an aged person) so they can manipulate, exploit and/or abuse them.
<b>Harm</b>	Anything that is a source of injury, illness or disease. It can be physical, psychological or emotional violence, abuse, neglect or exploitation caused by act or omission and either intentional or unintentional.
<b>Neglect/ Abandonment</b>	Behaviour which involves a significant risk of harm to a person by failing to provide them with the basic life necessities. It may be intentional or unintentional and includes acts and omissions (failure to act). Children, young people, people with disability and the aged are particularly vulnerable to neglect and abandonment.
<b>Psychosocial Hazard</b>	Anything that may cause psychological harm (harm to someone's mental health). It involves the regular and deliberate use of words and other non-physical actions to manipulate, hurt, weaken or frighten a person mentally and emotionally.
<b>Violence/ Domestic and Family Violence</b>	This includes abusive behaviour that may be physical, sexual, psychological or emotional. Domestic and Family Violence is violence that occurs within the family home or in the domestic 'network'. It includes coercive control, technology-based abuse as well as all the forms listed above.

Type of Abuse	Definition
<b>Financial Abuse</b>	<p>When someone:</p> <ul style="list-style-type: none"> <li>• takes away another person's money;</li> <li>• manipulates another person's financial decisions;</li> <li>• uses another person's money without consent; and/or</li> <li>• uses money, or things relating to money to hurt, scare or control another person.</li> </ul> <p>The elderly are particularly vulnerable to financial abuse.</p>

<b>Physical Abuse</b>	<p>An intentional act causing harm or injury to a person's body, or taking away another person's control of their body. It includes:</p> <ul style="list-style-type: none"> <li>• hitting, slapping or kicking;</li> <li>• tying up, locking up or restraining a person in any other way;</li> <li>• denying a person access to medicine, food or equipment to make them unwell;</li> <li>• administering medication or drugs to stop a person thinking clearly;</li> <li>• forcing a person to drink alcohol or take drugs without their consent; and/or</li> <li>• leaving a person naked, exposed and vulnerable without due care.</li> </ul>
<b>Psychological Abuse</b>	<p>The regular and deliberate use of words or other non-physical actions to manipulate, hurt, weaken or frighten a person mentally and/or emotionally. It includes:</p> <ul style="list-style-type: none"> <li>• humiliating a person in public or in front of family, friends or colleagues;</li> <li>• continually criticising or 'belittling' a person;</li> <li>• calling a person offensive names;</li> <li>• making cruel jokes at a person's expense; and/or</li> <li>• threatening harm to a person or their family.</li> </ul>
<b>Sexual Abuse</b>	<p>Sexual behaviour or a sexual act, or an attempt to obtain a sexual act, forced on a woman, man or child without their consent. It includes:</p> <ul style="list-style-type: none"> <li>• sexual touching of any part of the body (clothed or unclothed);</li> <li>• grooming (preparing or encouraging) a child to engage in sexual activity;</li> <li>• sex of any kind with a child;</li> <li>• persuading or forcing a child to engage in sexual activity; and/or</li> <li>• sexual acts done by an adult of any gender, to a child of any gender.</li> </ul>

## CONTEXT

Our organisation has zero tolerance for any form of violence, abuse, neglect, exploitation or discrimination. We recognise that people with disability, the aged and children are at higher risk than others in the community and we are committed to maintaining processes to:

- prevent and protect against instances of violence, abuse, neglect, exploitation and discrimination;
- foster a 'safety culture' that supports individuals to be aware and report any actual or suspected risks of harm;
- provide environments which make clients feel safe and supported; and
- encourage and support clients with choice, control, self-determination and capacity-building where possible.

## **PROCEDURES**

### **1. Identifying and Assessing Risks**

- 1.1 Complete a risk assessment at intake and during client reviews and service delivery, with input from the client and/or family/alternate decision-maker/advocate (if appropriate) to assist with planning safeguarding strategies.
- 1.2 Develop a safety plan for clients who require additional supports.
- 1.3 Discuss safeguarding strategies and plans with the client in a language, mode and method they are most likely to understand.

### **2. Incident Reporting**

- 2.1 Notify your manager, complete an incident report and write detailed file notes if any of the following apply:
  - unexplained change in client behaviour, mood or 'wellness';
  - you observe someone behaving inappropriately towards the client, or in a way that concerns you;
  - client tells you someone is abusing them;
  - client tells you they are abusing another client;
  - client tells you they believe they are being exploited or discriminated against;
  - client presents as 'unkempt', unclean or overly hungry or thirsty;
  - if the client is a child or young person, the parents or guardians have not arranged necessary medical care or education for the child;
  - evidence of bruising, scratches or other marks indicating physical harm;
  - evidence of domestic violence (including coercive control, psychological harm); and/or
  - any other action or inaction you observe in relation to the client that may be considered harmful.
- 2.2 Make sure the client is safe and comfortable and keep checking on their wellbeing.
- 2.3 Investigate the situation by:
  - gathering information from people involved;
  - analysing the situation to determine what has happened, how it happened and the parties involved;
  - assessing the effect on the client(s);
  - consult with relevant stakeholders. Leave specific questioning to appropriate authorities (e.g. police, ambulance, GP);
  - undertake any further actions required to prevent the incident from recurring (if possible) and to keep the client safe.

### **3. Documentation**

- 3.1 Record all allegations and incidents in the Incident Register.
- 3.2 Complete the Incident Report and Incident Investigation Form.
- 3.3 Include all reports in the client file and update the client's Support Plan.
- 3.4 Complete any required external reporting forms (NDIS Immediate Notification Form, 5-Day Form and NDIS Report) as required.

### **SUPPORTING DOCUMENTS**

Related procedures and forms include:

- Risk Management Procedure
- Incident Management Procedure
- Reportable Incident Management Procedure
- Support Planning Procedure
- Service Access and Exit Procedure
- Service Delivery Procedure
- Continuous Improvement and Quality Management Procedure
- Client Feedback and Complaints Management Procedure
- Surveillance Technology Procedure
- Client Advocacy Procedure
- Authority to Act as an Advocate Form
- Code of Conduct Agreement
- Incident Investigation Form
- Incident Investigation Form — Final Report
- Incident Report
- Incident Register
- Risk Assessment Form
- Risk Management Plan Register
- Client and Young People Handbook

### **RESPONSIBILITIES**

The Directort is responsible for:

- maintaining this procedure and associated documents;
- ensuring the procedure is effectively implemented across the service;
- monitoring workers compliance with the requirements of this procedure; and
- ensuring training and information is provided to workers to carry out this procedure.

All workers are responsible for complying with the requirements of this procedure.

## **COMPLIANCE**

Deliberate breaches of this procedure will be dealt with under our misconduct provisions, as stated in the <Code of Conduct/Other document>.