

**POL 0023**

Maintaining a Safe Environment Free From Violence, Abuse, Neglect, Exploitation and Discrimination Policy

Responsibilities and Delegations	
The Policy Applies To	Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Specific Responsibilities	Support Workers Program Managers, Program Developer, Assistant Program Manager Senior Management Assistant Executive Director Executive Director
Policy Approval	Committee of Management (Aurora Support Services)

Policy Context – this policy relates to:	
Standards	NDIS (National Disability Insurance Scheme) Practice Standards Core Module 1, Rights and Responsibilities – Violence, Abuse, Neglect, Exploitation and Discrimination
Legislation	Australian Human Rights Commission Act 1986 The Multicultural Victoria Act 2011 The Equal Opportunity Act 2010 Charter of Human Rights and Responsibilities Act 2006 Racial and Religious Tolerance Act 2001 Anti-Discrimination Act 1991 Zero Tolerance Framework National Disability Insurance Scheme Act 2013
Contractual Obligations	NDIS Terms of Business Aurora Support Services Individual Service Agreements Disability Support for Older Australians (DSOA) Department of Environment, Land, Water and Planning
Organisational Related Policies / Procedures	<ul style="list-style-type: none"> • Behaviours of Concern Policy • Code of Conduct Policy • Compliments and Complaints Management Policy • Employee Professional Standards Policy • Equal Opportunity Employment Policy • Maintaining a Safe Environment Policy • Occupational Health and Safety Policy • Valued Status Policy • Workplace Behaviour Bullying and Harassment (including Sexual and Occupational Violence) Policy • Incident Reporting and Management Procedure • Internal Investigation Procedure

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	<ul style="list-style-type: none">• Performance Management Policy• Training and Development Policy• Participant Finance Policy• Participant Records Policy• Participant Records Filing Procedure• Participant Rights Policy• Intake and Referral Policy
Organisational Related Forms / Documents	<ul style="list-style-type: none">• Participant Service Charter• Participant Profile

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Purpose

The purpose of this policy is to clearly articulate the commitment of Aurora Support Services in maintaining an environment for participants, staff, students, volunteers, and Committee of Management which is free from violence, abuse, neglect, exploitation and discrimination.

Aurora Support Services is committed to maintaining a “zero tolerance” position in relation to violence, abuse, neglect, exploitation and discrimination directed towards Aurora Support Service participants staff, students, volunteers, and Committee of Management.

Procedures

The following procedures are to be implemented to ensure all participants staff, students, volunteers, and Committee of Management in attendance at Aurora Support Services are adequately protected from violence, abuse, neglect, exploitation and discrimination.

Aurora Support Services will:

- ❖ Ensure all participants and staff expressing an interest in attending Aurora Support Services are treated in accordance with the principles of non-discrimination as outlined in the Intake and Referral policy
- ❖ Identify risks and establish management procedures to be satisfactorily identified, organised and maintained (refer to Risk Management Policy).
- ❖ Ensure all staff, volunteers, students, Committee of Management and relevant contractors are subject to criminal records checks and NDIS Worker Screening Checks according to legislated requirements prior to employment / engagement
- ❖ Ensure all Support Workers and Committee of Management complete the *Quality, Safety and You – NDIS Training Module* prior to employment / investiture on Committee
- ❖ Ensure all Support Workers receive the following mandatory training in the first year of employment and then on an “as needs” basis throughout employment:
 - Fire Suppression Training
 - Safe Drive Training
 - First Aid/CPR Training
 - Manual Handling Training
 - Positive Behaviour Support Training
 - Mealtime Assistance Training
 - Food Safety for Disability Support Workers Training
 - Administration of Medication Training
 - Epilepsy
- ❖ Ensure all staff, volunteers, students, and Committee of Management fully comprehend and adhere to the following statutory / industry-based documents: NDIS Practice Standards, NDIS Code of Conduct, NDS (National Disability Services) Zero Tolerance Framework, Universal Declaration of Human Rights

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- ❖ Ensure all staff, volunteers, students and Committee of Management fully comprehend and adhere to the following organisational policies and procedures designed to maintain an environment for participants staff, students, volunteers, and Committee of Management which is free from violence, abuse, neglect, exploitation and discrimination : Behaviours of Concern; NDIS Code of Conduct; Employee Professional Standards; Occupational Health and Safety; Privacy, Dignity and Confidentiality; Valued Status; Workplace Behaviour – Bullying, Harassment (including sexual and Occupational Violence); Compliments and Complaints
- ❖ Ensure all participants and their caregivers are made aware of the organisation's Compliments and Complaints Management Policy at commencement of service via the Service Agreement and Participant Information Pack and then annually via the FYI Newsletter and is accessible via the organisational website.
- ❖ Ensure all participants and their caregivers are made aware of the NDIS Quality and Safeguards Commission's complaints reporting process at commencement of service via the Service Agreement and Participant Information Pack, and then annually via the FYI Newsletter.
- ❖ Ensure all staff, volunteers, students and Committee of Management who engage in behaviour which constitutes / may constitute violence, abuse, neglect, exploitation or discrimination are dealt with according to Aurora Support Service's Incident Reporting and Management Procedure, Internal Investigation Procedure, and Performance Management Policy and that appropriate performance management and / or disciplinary action is initiated and the NDIS Quality and Safeguards Commission is notified via appropriate procedure.

Continuous Improvement

The Services Director/s is responsible for reviewing and updating this policy on a two yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

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STAYING SAFE

Everyone has the Right to:

Live their life free from abuse,
violence, neglect and fear

Make choices about their life

Be treated with respect and dignity



Abuse and Neglect is when someone takes away your rights.
Below are some examples of Abuse and Neglect

Financial abuse: Where money or things are taken from a person without them saying it is ok



Neglect: Where someone is denied basic things such as food, medicine, clothes or made to feel unsafe. Where someone is not allowed to leave their room or have visitors



Emotional abuse: Where someone is called names, yelled at or ignored



Physical abuse: Where someone is hit, beaten or pushed



Sexual abuse: When a person is forced to have sex,

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SPEAKING UP ABOUT YOUR CONCERNS

IF YOU

have a problem
or

are unhappy

It's okay

to talk to

**Family/
advocate**

Key Worker

**House
Supervisor**

**NDIS Quality
and Safeguards
Commission**

to sort it out, so you are happy

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