

Policy

MAINTAINING AN ENVIRONMENT FREE FROM VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION

1. Purpose and Scope

The purpose of this policy is to clearly articulate Aurora Support Services commitment to maintaining an environment for participants which is free from violence, abuse, neglect, exploitation and discrimination. This policy is based on the principles enshrined in the National Standards for Disability Services 2013 and the NDIS Practice Standards 2018.

2. Policy Statement

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.

3. Procedures

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

Aurora Support Services will:

- 3.1 Ensure all participants 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
- 3.2 Ensure all staff, volunteers, students, Committee of Management and relevant contractors are subject to criminal records checks and DWES checks according to legislated requirements prior to employment / engagement
- 3.3 Ensure all Support Workers and Committee of Management complete the *Quality, Safety and You – NDIS Training Module* prior to employment / investiture on Committee
- 3.4 Ensure all Support Staff 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
 - Administration of Medication Training
- 3.5 Ensure all Support Workers, volunteers, students and Committee of Management fully comprehend and adhere to the following statutory / industry-based documents : NDIS Practice

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Standards, NDIS Code of Conduct, NDS (National Disability Services) Zero Tolerance Framework, Universal Declaration of Human Rights

- 3.6 Ensure all Support Workers, volunteers, students and Committee of Management fully comprehend and adhere to the following organisational policies and procedures designed to maintain an environment for participants which is free from violence, abuse, neglect, exploitation and discrimination : Behaviours of Concern; Code of Conduct; Employee Professional Standards; Maintaining a Safe Environment; Occupational Health and Safety; Privacy, Dignity and Confidentiality; Valued Status; Workplace Behaviour – Bullying, Harassment (including sexual and Occupational Violence); Compliments and Complaints
- 3.7 Ensure all participants and their caregivers are made aware of the organisation’s Complaints and Compliments Policy at commencement of service via the Service Agreement and Participant Information Pack and then annually via the FYI Newsletter and accessible via the organisational website.
- 3.8 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.
- 3.9 Ensure all Support Workers, 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.

4. Review of Policy

This policy will be reviewed 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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