

PROTECTING PARTICIPANTS FROM HARM POLICY AND PROCEDURE

Purpose and Scope

This policy and procedure outlines how ISP actively prevents violence, abuse, neglect, exploitation or discrimination towards participants (including children). It applies to all ISP staff and meets relevant legislation, regulations and Standards as set out in Schedule 1, Legislative References.

For guidance regarding responding to violence, abuse, neglect, exploitation or discrimination involving participants (including children), see the *Participant Incident Management Policy and Procedure*.

Applicable NDIS Practice Standards

Violence, Abuse, Neglect, Exploitation and Discrimination

Outcome

Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.

Indicators

- Policies, procedures and practices are in place which actively prevent violence, abuse, neglect, exploitation or discrimination.

Policy

ISP has a moral, ethical and legal responsibility to ensure all participants are safe. It takes proactive steps to protect participants from harm.

Procedures

ISP's Management Team must promote best practice, continuous improvement and a service delivery culture that promotes and supports participant safety. This is assessed in yearly Performance Reviews of Management Team staff.

As per ISP's *Human Resources Policy and Procedure*, all staff must undergo Induction, which includes training on supporting participant safety and promoting child safe environments.

Prevention

To protect participants from harm, ISP will employ skilled staff who:

- respect the rights of people with disability (including children);
- are aware of current policies and legislation pertaining to abuse and neglect; and

- support people and their families or guardians to access complaint mechanisms and raise any concerns they have about services.

All staff must undergo criminal history screening as per ISP's *Human Resources Policy and Procedure*.

As per ISP's *Service Delivery and Participation Policy and Procedure*, staff must be introduced to participants prior to commencing their support delivery, and clearly identify themselves to participants at each instance of service delivery. Staff must wear their ISP uniform and display their name clearly on their uniform, to help participants recognise them.

ISP must also provide a safe physical environment for the delivery of services, as per its *Physical Accessibility* and *Work Health and Safety* policies and procedures.

The Managing Director is responsible for identifying and providing appropriate resources and training to assist staff to implement this policy. This includes training in child protection, working with vulnerable people and incident management. Staff must thoroughly understand this policy and procedure and undertake all required training to support them to implement it.

Volunteers or students must not be left with sole supervision of individual participants or groups of participants and adequate staff-participant ratios must be maintained at all times.

All participants and their families are to be advised of ISP's obligations to report suspicions or allegations of abuse, at their initial contact with ISP.

Agendas for Management Team meetings include a standing item on Continuous Improvement, including with respect to participant safety. This must consider the Management Team's regular review of ISP's *Risk Management Plans*, *Risk Register* and *Complaints Register*.

Finally, ISP must work closely with Official Community Visitors to promote participants' rights. See the *Feedback and Complaints Policy and Procedure* for more detail.

Supporting Documents

Documents relevant to this policy and procedure include:

- *Participant Incident Management Policy and Procedure*
- *Child Safety and Wellbeing Policy and Procedure*
- *Human Resources Policy and Procedure*
- *Physical Accessibility Policy and Procedure*
- *Work Health and Safety Policies and Procedures*
- *Risk Register*
- *Complaints Register*

Monitoring and Review

This Policy and Procedure will be reviewed at least annually by the Management Team. Reviews will incorporate staff, participant and other stakeholder feedback.

ISP's feedback collection mechanisms, such as participant satisfaction surveys, will assess:

- participant awareness of their rights and the extent to which they feel able and supported to exercise them;
- participant satisfaction with ISP's complaints processes; and

- the extent to which participants feel safe and protected in their dealings with ISP.

ISP's *Continuous Improvement Register* will be used to record improvements identified and monitor the progress of their implementation. Where relevant, this information will be considered as part of ISP's service planning and delivery processes.

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| DOCUMENT CONTROL |
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Endorsement Date:

Last Review Date:

Next Review Date:

This policy and procedure will be reviewed at least annually and changes endorsed by the Management Team.
