



**TRUSTED ADVISOR**

JP Trusted Advisor

**Date of last amendment : 30/01/2022**

## **Policy - Client Safety and Security**

JP Trusted Advisor is committed to personal safety and the rights of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

### **1. Scope**

This policy applies to JP Trusted Advisor and must be adhered to when carrying out all activities and in any location.

### **2. Definitions**

#### Abuse and neglect

Any act or failure to act that results in a breach of a person's human rights, civil liberties, physical and mental integrity, dignity or general well-being, whether intended or through negligence. Abuse includes but is not limited physical abuse, sexual abuse (including child sexual abuse), psychological or emotional abuse, constraints and restrictive practices, financial abuse, legal or civil abuse, systemic abuse, physical neglect, passive neglect, wilful deprivation and emotional neglect.

#### Physical abuse

Any non-accidental physical injury or injuries to a child or adult. This includes inflicting pain of any sort or causing bruises, fractures, burns, electric shock, or any unpleasant sensation. Examples of physical abuse in caregiving include rough physical handling, sudden movements of bedding, pushing and pulling, over medication, unnecessary or excessive use of restraints, ignoring dietary restrictions, toileting abuse (leaving someone on the toilet too long or not taking clients to the bathroom when they need to use it) and bathing in water that is too hot or too cold

#### Child sexual abuse

Any act that exposes a child (a person under 18 years of age) to, or involves a child in, sexual processes beyond his or her understanding or contrary to accepted community standards. Sexually abusive behaviours can include the fondling of genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography or sexting.

#### Psychological or emotional abuse

Verbal assaults, threats of maltreatment, harassment, humiliation or intimidation, or failure to interact with a person or to acknowledge that person's existence. This may also include denying cultural or religious needs and preferences. Emotional abuse can also include: ignoring a person when they ask for help, making a person beg for help, providing help in a way that makes the person feel like a burden or feel guilty, intentionally making a person wait for help, refusing to recharge the battery of a person's wheelchair, providing physical care in way that is unnecessarily rough or careless, refusing to provide help unless the person agrees to lend money and purposely unplugging or turning off adaptive equipment.

#### Constraints and restrictive practices

Restraining or isolating an adult for reasons other than medical necessity or the absence of a less restrictive alternative to prevent harm. This may include the use of chemical or physical means or the denial of basic human rights or choices such as religious freedom, freedom of association, access to property or resources or freedom of movement.

#### Financial abuse

The improper use of another person's assets or the use or withholding of another person's resources.

#### Legal or civil abuse

Denial of access to justice or legal systems available to other citizens.

#### Systemic abuse

Failure to recognise, provide or attempt to provide adequate or appropriate services, including services that are appropriate to that person's age, gender, culture, needs or preferences.

#### Physical neglect

Failure to provide adequate food, shelter, clothing, protection, supervision and mental and dental care, or to place persons at undue risk through unsafe environments or practices.

#### Passive neglect

A caregiver's failure to provide or wilful withholding of the necessities of life including food, clothing, shelter or medical care.

#### Wilful deprivation

Wilfully denying a person who, because of age, health or disability, requires medication or medical care, shelter, food, therapeutic devices or other physical assistance - thereby exposing that person to risk of physical, mental or emotional harm.

#### Emotional neglect

The failure to provide the nurturance or stimulation needed for the social, intellectual and emotional growth or wellbeing of an adult or child.

### 3. Responsibility

JP Trusted Advisor will;

1. Assess and identify risks associated with the physical environment in which JP Trusted Advisor is supporting the client and/or their family/carers. A risk assessment will be undertaken at the commencement of services and during review to determine whether appropriate actions are required to address any associated risks with carrying out specific responsibilities and will work alongside clients to implement these as per JP Trusted Advisor risk management procedure.

2. Assist and support clients to access services in the least restrictive means in order to achieve individual outcomes. JP Trusted Advisor will assist clients to access services which have sound risk management practices in place. JP Advisor will ensure clients have the choice to engage with appropriate registered providers which meet compliance obligations. Where a restrictive practice is deemed the appropriate strategy in order to keep the person safe, JP Trusted Advisor will only support the strategy if endorsed by a clinical psychologist and part of the persons behaviour support plan.

3. Assist clients to work with service providers and mainstream services to address risks that may pose threat to the clients physical safety in order to achieve individual outcomes. JP Trusted Advisor will facilitate and empower clients and family/carers to identify risks and engage with providers to address risks. Where risks are unable to be minimised, JP Trusted Advisor will assist clients to explore alternative providers where appropriate.

4. Where a client is identified as being at risk of suicide and/or self-harm, JP Trusted Advisor will work with the client to access appropriate mainstream services and/or request an urgent review of the clients NDIS plan if identified as a change in circumstances resulting in the need for an urgent increase in support.

5. JP Trusted Advisor has a duty of care to identify risk indicators for abuse and neglect and has a responsibility to ensure that services engaged have a responsibility in minimising the risk of abuse including sexual assault, physical, emotional, financial and neglect to clients. Any suspected or reported allegations of abuse or neglect will be reported through the appropriate channels and authorities, depending on the severity of the allegation.

6. JP Trusted Advisor will complete a written report regarding any accident or incident while supporting the client and will be managed through the internal incident management system. The report will include; description of the incident, name and contact details of those involved, action taken, date and signature and any ongoing follow up action. In the case of a reportable incident identified through the National Quality and Safeguards Commission (NDIS Commission) where the incident either occurred or alleged to have occurred in connection with the provision of NDIS services, will be reported to the NDIS Commission.

7. All clients transported by JP Trusted Advisor will be transported in accordance With the National Safe Transport principles.

### 4. Continuous Improvement

JP Trusted Advisor will ensure that this policy remains relevant and continues to reflect the actual manner in which activities are undertaken. Where feedback is provided by clients and other stakeholders, JP Trusted Advisor will make relevant changes to this policy where warranted to ensure that the safety and security of the client underpins all activities.

## **5. Relevant Legislation and Standards**

United Nations Convention on the Rights of Persons with Disabilities

Disability Services Act 1993 (WA)

National Disability Insurance Scheme 2013