

25. Safeguarding Participants Policy

If you believe a person is at immediate risk of abuse phone 000

POLICY STATEMENT

Quality SC has zero-tolerance of abuse, neglect and violence towards people with disability. We are committed to creating and maintaining a safe organisation where all participants are valued and protected from abuse and all allegations and safety concerns are treated very seriously and consistently with our robust policies and procedures.

Quality SC will always listen to participants respectfully and advocate for their right to feel safe, valued and protected whilst working in partnership with local organisations and services to protect people with disability from abuse regardless of their age, gender, race, ability or their family's religious beliefs, sexual orientation, or social background.

Quality SC is committed to the ongoing training and education of all Staff and contractors on safety matters and recognises and adheres to our legal and moral obligations to contact authorities should we have any concerns about a participant's safety.

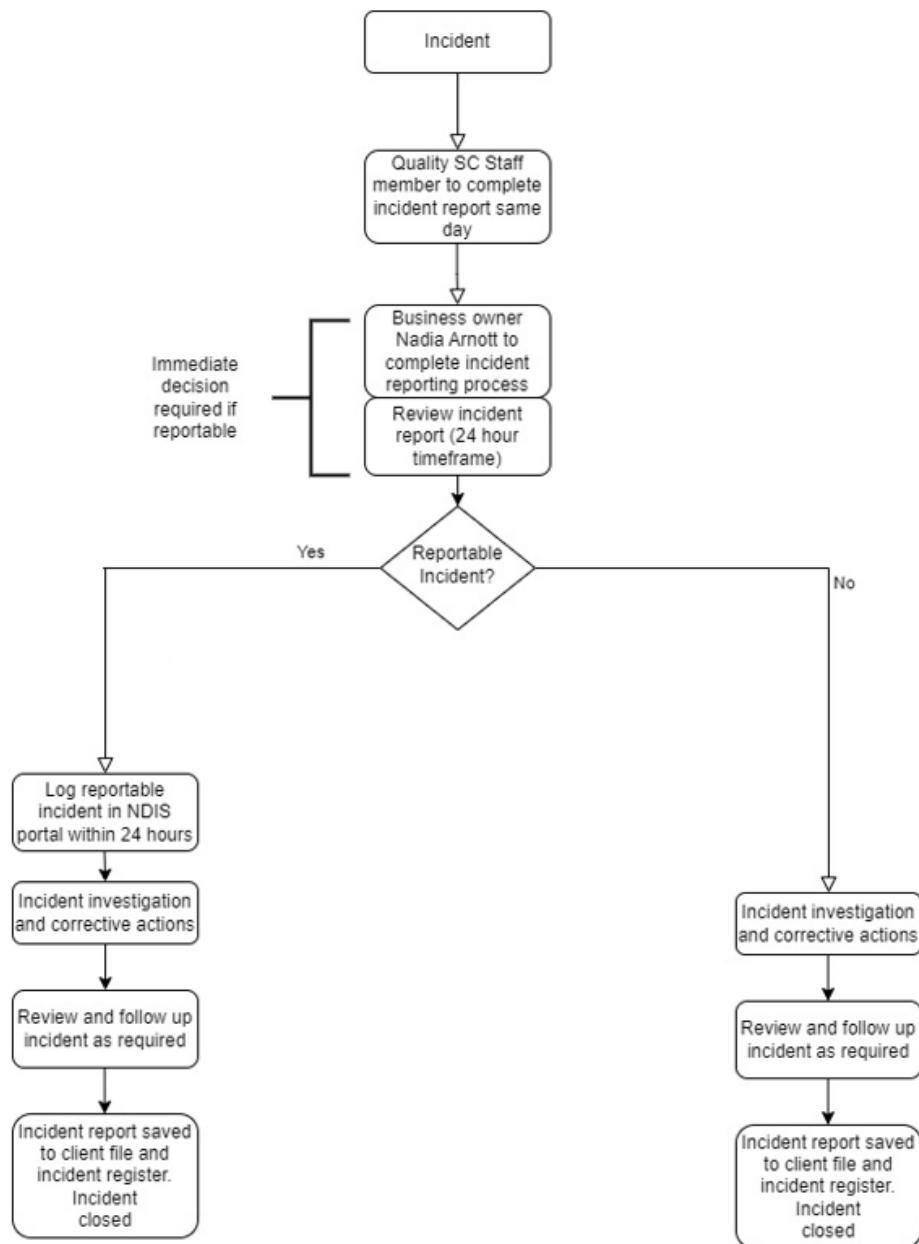
ALLEGATIONS, CONCERNS AND COMPLAINTS

Quality SC takes all allegations of abuse extremely seriously and where necessary, has practices in place to commence investigations thoroughly and quickly. Our staff and contractors are appropriately trained to deal with any allegations or incidents concerning abuse of a participant.

We work to ensure all children, families, participants, staff and contractors know what to do and who to tell if they observe abuse, are concerned about an allegation of abuse or are a victim.

The below incident reporting flowchart details actions to be taken when an individual is made aware of an allegation, or suspects abuse.

If you believe a person is at immediate risk of abuse phone 000



WHO CAN REPORT ALLEGATIONS OF ABUSE

Allegations or incidents can be reported by children, young people, families, employees, contractors or volunteers. All reports of abuse or neglect will be treated seriously, whether they are made by an adult or a child.

RECORD KEEPING AND PRIVACY

As detailed within our Privacy Procedure, Quality SC is committed to best practice record keeping. All reports of abuse or neglect shall be recorded within the incident reporting system and all records or reports will maintain private and confidential within the constraints of legislation.

All personal information recorded will respect the privacy of the individuals involved, whether they be staff, contractors, volunteers, parents or children, unless there is a risk to someone's safety. Everyone is entitled to know how this information is recorded, what will be done with it, and who will have access to it.

RISK MANAGEMENT

Quality SC recognises the importance of a risk management approach to identify, assess and minimise the potential for abuse or harm to occur to a person with disability and uses this to inform our policies, procedures and activity planning.

Quality SC has a Risk Management Policy and Framework which includes an initial assessment of risks for participants and is reviewed each six months.

TRAINING AND SUPERVISION

Quality SC recognises the importance of training and education to ensure that all staff and contractors understand that safety is everyone's responsibility.

Quality SC's culture aims for all staff and contractors (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of participant abuse or neglect.

We support our staff and contractors through ongoing training and supervision to develop their skills to protect others from abuse, promote the cultural safety of indigenous people, the cultural safety of participants from linguistically and/or diverse backgrounds and the safety of all people with a disability.

All Quality SC staff and contractors are required to have a clear police certificate when commencing with Quality SC, as well as having completed the NDIS worker orientation training and have a clear NDIS worker screening clearance. In addition to this all Quality SC staff and contractors have an active employee Working With Children Check (Victoria) and all staff and contractors are required to comply with the NDIS code of conduct. Any incident reports are discussed at the following supervision.

Approval Date: 23 December 2024

Revision Version: 1.1

Next Review Date: 23 December 2025

Approved by: Nadia Arnott