



# Freedom from Abuse and Neglect

## Policy and Procedure

**Dept/Service:** (IM)  
Personalised Supports

**Version:** 5.004033  
**Issued:** 1/04/2015

**Stage:** Issued

### Objective:

Inclusion Melbourne is dedicated to minimising the risk of abuse and neglect towards the people we support. This policy and procedure guides Inclusion Melbourne staff and volunteers to minimise the risk of abuse and neglect by using a strengths-based approach, active engagement and early intervention strategies. The policy and procedure also documents the organisations strict reporting guidelines and zero-tolerance stance on abuse and neglect.

### Scope:

This policy and procedure applies to all employees, volunteers and people we support.

### Policy Statement:

Inclusion Melbourne ensures the people we support are free from abuse and neglect by promoting and protecting people's human and legal rights with an emphasis on choice making. Inclusion Melbourne does this by enacting a procedure that educates people, detects early warning signs and follows a strict reporting process. This policy and procedure ensures Inclusion Melbourne provides a service that is free from abuse (sexual and/or physical) and neglect.

### Process Steps:

#### 1 Education and Advocating Rights

Inclusion Melbourne minimises the risk of abuse and neglect towards the people we support by educating our employees and volunteers about what abuse and neglect is, how to detect it and what actions to take when it is suspected, observed or discussed.

Upon commencement with the organisation, Inclusion Melbourne conducts a mandatory training session that includes issues relating to abuse, neglect and sexual assault.

During the induction, staff and volunteers are also informed on how to promote advocacy for the people we support.

Upon commencement with the organisation, all people we support are issued with a Service Charter, which explains peoples Rights, Responsibilities and Inclusion Melbourne's commitment to supporting people to achieve fulfilling lives.

For all clients, a Service Charter, Feedback Form and Privacy Charter is sent out on an annual basis, via post, email or in person. Support Coordinators follow up with the clients to ensure all information is discussed and understood. This information is documented in client case notes.

Responsibilities	Links
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(IM) Manager Personalised Supports (IM) Personalised Supports	
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It is an expectation that all Inclusion Melbourne support staff and volunteers must model and educate the people they support about what is and is not considered to be socially appropriate behaviour. When an incident or adverse event has occurred, Inclusion Melbourne must offer professional support, via professional means, eg. a counsellor and direct clients to information on their rights, choices and responsibilities.

## 2 Healthy and Safe Activities

Inclusion Melbourne understands the role it plays in ensuring the health and safety of the people we support while attending any Inclusion Melbourne supports. All activity locations are subject to a Job Site Analysis (JSA) and recorded in the JSA register. The JSA keeps a record of site accessibility, risks, hazards and ways of managing or minimising these risks. The Support Coordinator checks the JSA record prior to organising the activity with the client to ensure the site suits the individual and meets their safety needs.

Where activities will include the use of equipment or vehicles, the direct support professional will ensure they, and the people they are supporting, know how to use the equipment or are supported to use the equipment safely.

Where activities involve food:

- Inclusion Melbourne support staff will ensure they adequately assist people to make appropriate healthy decisions, including encouraging them not to make choices that may harm their wellbeing (e.g. allergies/ dietary / cultural / health requirements).
- Inclusion Melbourne support staff will ensure people receive appropriate support to access the food they require.

Incidents that arise during an activity are to be reported immediately and staff are to follow the incident reporting procedures.

For all matters of transport involving Inclusion Melbourne clients, the Transport and Vehicles Policy and Procedure must be adhered to.

## 3 Physical Contact

The people we support and support staff have the right to be free from unwanted or unnecessary physical contact. Support staff are to follow the below steps to promote appropriate physical contact.

### 1. Appropriate physical contact

If physical contact is made with people who use the service it should be appropriate to the situation. Staff, volunteers and the people we support must not unnecessarily touch, or in any other way have prolonged or intimate contact (such as kissing, rubbing, caressing) with people who provide or use the service. The term 'appropriate interaction' is based on the premise of a 'professional' relationship.

DHS - Client incident report - how to complete (oth-Cornerstone)

Taxi Procedure Policy and Procedure - (IM) Quality HR and Administration

Transport and Vehicles Policy and Procedure - (IM) Quality HR and Administration

(IM) Direct Support Professional  
(IM) Personalised Supports

(IM) Manager, Volunteers - (IM) Volunteering And Development(In Draft)

(IM) Manager, Volunteers  
(IM) Volunteering And Development

(IM) Support Coordinator  
(IM) Personalised

## 2. Modelling appropriate social skills

Staff are to support people who use the services to develop appropriate social skills. If there is an unacceptable or inappropriate interaction the staff member must stop the interaction and demonstrate the appropriate behaviour. If there is an existing 'Consistent Approach' it must be followed exactly, where there is difficulty following a consistent approach, the relevant Support Coordinator must be consulted. Direct Support Professions are also expected to 'model' assertive behaviours, that is, to educate and demonstrate that all people have the right to protect themselves from unwanted touching or abuse.

## 3. Good practice

Contact with the people we support, for skill development, safety, physical assistance or personal care, should be limited to contact that is necessary for the task to be performed.

In attending to the personal care of the people we support, the wishes and preferences of the those people must be taken into account (ie: gender)

## 4. Recurring inappropriate contact

If inappropriate contact continues, staff, volunteers or others should raise the matter with the appropriate person. Strategies will then be revised or further action taken. The Support Coordinator should then review the Consistent Approaches document.

## 5. Appropriate sexual expressions

It is a criminal offence for any support staff to engage in any sexual relationship or sexual activity with a person we support, even if consent is given. The people we support should be able to engage in other relationships if they wish though, and have the right to receive appropriate support to engage in these. If there is a need to educate the people we support about sensitive topics, this should be communicated to Support Coordinators who are able to refer the individual to appropriate professional support. Where necessary, support staff should be assisting the people we support to understand their rights, identify inappropriate and/or illegal behaviour, understand the importance of informed consent and act assertively to protect their health and wellbeing.

## 4 Disclosure of an Adverse Event

Where a person we support has disclosed an adverse event, including neglect or abuse to support staff or volunteers, the person who receives the information must inform the support coordinator and Manager of Personalised Supports. Where assault or sexual assault has been discussed, the matter must be referred to the police.

Experiences of abuse and neglect can be reported to a variety of sources. These include the Ombudsman, Disability Services Commissioner, the Police, the National Disability Abuse and Neglect Hotline.

Please refer to the Hazard Investigation and Incident Reporting Policy and Procedure for details on the reporting process.

Supports

(IM) Volunteer  
(IM) Volunteering And  
Development

## 5 Restrictive Interventions

Upon commencement with the organisation, the Manager of Personalised Supports must search the RIDS system to determine if there are any restrictive practices in-place.

If there are restrictive practices in place, the appropriate documentation must be filed in the client case file (both hard copy and on the server) so the Support Coordinator can be made aware.

All staff or volunteers working with the client must be trained to enact the restrictive practise in accordance with the approved Behaviour Support Plan. This is the responsibility of the relevant Support Coordinator.

Where a restricted practice must be enacted during the person we support's time with Inclusion Melbourne, the Support Coordinator, with the assistance of the Manager or Personalised Supports must gather and document all behaviours of concern to write a Behaviour Support Plan. This must be approved by the Officer of Senior Practitioner prior to it being uploaded onto RIDS.

### Internal Files/Links:

Charter of Human Rights - easy read  
Incident Accident Injury Investigation Report  
Service Charter

oth-Cornerstone  
oth-(IM) Quality, HR and Admin  
oth-(IM) Personalised Supports

### Quality Document References:

Bullying, Harassment and Discrimination: Policy and Procedure -(IM) Quality HR and Administration  
Code of Conduct: Policy and Procedure -(IM) Quality HR and Administration  
Incident Reporting: Policy and Procedure -(IM) Personalised Supports  
OHS: Policy and Procedure -(IM) Quality HR and Administration  
Sexual Harassment and Assault: Policy and Procedure -(IM) Quality HR and Administration  
Suspension and Service Exit: Policy and Procedure -(IM) Personalised Supports  
Transport and Vehicles: Policy and Procedure -(IM) Quality HR and Administration

### External Files/Links:

The Law handbook      Rights of people who have a disability

### References to Standards and Legislation:

**DHS:** Standard 1 - Empowerment

**1.2:**Criteria 1.2 – People exercise their rights and responsibilities

**DHS:** Standard 3 – Wellbeing

**3.5:**Criteria 3.5 – Services are delivered in a safe environment for all people free from abuse, neglect violence and /or preventable injury.

**ISO 9001:2008 Clause**

**7.2.1:**Determination of requirements related to product

**7.2:** Customer-related processes

### Other Information:

**Allegations:** Any claims of assault and/or abuse. Statutory reporting and investigation requirements must be followed and adhered to in this instance.

**Adverse Event:** An adverse event is an event that leads to negative consequences for individuals and/or groups directly or indirectly attributable to the service intervention. The apparent cause of an

adverse event may be direct professional error or an alignment of service management issues.

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