



Policy Statement

Freedom from Abuse, Neglect, Exploitation or Discrimination

Helping Hand will take all steps possible to prevent and respond to violence, abuse, neglect, exploitation or discrimination of our residents and clients.

We will promote and adhere to the human rights of all residents and clients and empower them to exercise their rights. We are committed to creating a culture where resident and client safety is essential to service delivery, and residents and clients and workers feel empowered to speak up and report.

Principles:

Helping Hand will apply the following measures to prevent and respond to violence, abuse, neglect, exploitation or discrimination:

- create a culture where workers, residents and clients feel supported to speak up if they witness or become aware of information about an alleged abuse, and that they feel they can do so without fear of punishment or retribution.
- preventative measures in place to ensure that residents and clients are free from discrimination, exploitation, abuse, harm, neglect and violence. This includes policy and practice that protect people's rights, and a commitment to empowering individuals by informing them about the rights that they possess.
- ensure policies and processes are in place to minimise and work towards eliminating the use of restrictive practices and understands that misuse of restrictive practices can constitute a form of abuse.
- a holistic and system-wide approach to preventing abuse and violence in all services and activities which includes incident management systems, feedback and complaints mechanisms.
- ensure that workers are appropriately trained to reduce the risk of harm to service users. This training will include recognising the potential indicators of abuse, neglect, racism, exploitation, violence and discrimination.
- Helping Hand staff will understand and enact their duty of care
- ensure that staff recruitment and screening processes are thorough and includes, at a minimum:
 - Conducting thorough reference checks;
 - Querying gaps in employment history; and
 - Involving service users or their supporters in interviews and assessment (when appropriate).



- A holistic approach will be taken when responding and reporting violence, abuse, neglect, exploitation or discrimination.
- Residents' and Clients' confidentiality is respected, however will not be a barrier to action.

Every allegation of violence, abuse, neglect, exploitation or discrimination will be considered and taken seriously.

All reportable incidents will be reported accurately and within the required timeframes set out by the Aged Care Safety and Quality Commission and the NDIS Quality and Safeguards Commission

Links to Relevant Standards

ACSQC Standards

Standard 1: Consumer Dignity and Choice

Standard 8: The Organisation

NDIS Practice Standards

Standard 1 – Rights and Responsibilities