

2021

IN GOOD HANDS OCCUPATIONAL THERAPY PTY LTD

(ABN – 27647567897)

Policy & Procedure Manual



IGH

Occupational Therapy

**National Disability Insurance Scheme
(NDIS) Operations**



1.5 Violence, Abuse, Neglect, Exploitation and Discrimination

Policy and Procedure

This policy and procedure outline the strategies and practices In Good Hands Occupational Therapy Pty Ltd will implement to ensure a proactive approach is enforced to protect participants from experiencing any forms of harassment, abuse, assault, racism, prejudice, bullying and more. This includes any actions or behaviours that are viewed as harmful to hurtful to another person.

The purpose of the policy and procedure is to ensure In Good Hands Occupational Therapy Pty Ltd enforces the appropriate measures to resolve incidents immediately, safely and in a manner that adhered to the well-being of all participants. In Good Hands Occupational Therapy Pty Ltd should also provide assistance for participants who have suffered from physical or sexual assault by supporting any legal actions being taken, and providing information regarding assault, if necessary. In Good Hands Occupational Therapy Pty Ltd should always ensure offenders of physical and sexual assault are held responsible for their action. In addition to this, In Good Hands Occupational Therapy Pty Ltd and its workers will ensure to adhere to their responsibilities in protecting participants, thus implementing the most effective measures and practices to ensure participants are not subject to harm.

See In Good Hands Occupational Therapy Pty Ltd's Participant Incident Management Policy and Procedure for guidelines on responding to harassment concerning the participant.

This extends to all workers and meets relevant laws and regulations and standards.

Definitions

Code of conduct	A code of conduct is a set of rules outlining the norms, rules, and responsibilities or proper practices of an individual party or an organisation.
Abuse (in the context of this policy):	Treat with cruelty or violence, especially regularly or repeatedly. There are 4 types of abuse: <ul style="list-style-type: none">- Physical abuse- Sexual abuse- Neglect- Emotional abuse
Domestic Violence	Under Australian law, use of the term "domestic violence" refers exclusively to violence committed by a heterosexual partner and includes physical injury,



	intimidation or serious harassment, wilful damage to property, indecent behaviour without consent, or a threat to commit any of these acts.9.
Family Violence	Family violence means violent, threatening or other behaviour by a person that coerces or controls a member of the person’s family or causes the family member to be fearful; and a child is exposed to family violence if the child sees or hears family violence or otherwise experiences the effects of family violence.
Duty of care	In tort law, a duty of care is a legal obligation which is imposed on an individual requiring adherence to a standard of reasonable care while performing any acts that could foreseeably harm others. It is the first element that must be established to proceed with an action in negligence.
Neglect	Neglect is a form of abuse where the perpetrator, who is responsible for caring for someone who is unable to care for themselves, fails to do so. It can be a result of carelessness, indifference, or unwillingness and abuse.
Negligence	Negligence is a failure to exercise appropriate and or ethical ruled care expected to be exercised amongst specified circumstances. The area of tort law known as negligence involves harm caused by failing to act as a form of carelessness possibly with extenuating circumstances.
Bullying	Seek to harm, intimidate, or coerce (someone perceived as vulnerable). Forms of bullying include, verbal, psychical, social or psychological that is repeatedly occurring.
Child or Young Person	In Victoria, under the Children, Youth and Families Act 2005, and in New South Wales, under the Children and Young Persons (Care and Protection) Act 1998, a person under 18 years of age.
Child protection	The term 'child protection' to refer to preventing and responding to violence, exploitation and abuse against children.
Discrimination	Discrimination is the unequal or unfair treatment of a person based upon one or more personal characteristics. Anti-discrimination laws protect us from being discriminated against on the basis of certain characteristics, including sex, religion, marital status, pregnancy, and race
Sexual harassment	Behaviour characterized by the making of unwelcome and inappropriate sexual remarks or physical advances in a workplace or other professional or social situation.



Policy

In Good Hands Occupational Therapy Pty Ltd is committed to ensuring all participants are provided with a safe and secure environment and are not subject to any forms of harm, harassment, injuries or bullying. In Good Hands Occupational Therapy Pty Ltd will implement the necessary practices and procedures to ensure all participants are protected from harm or risk.

In Good Hands Occupational Therapy Pty Ltd recognises and understands some participants may be impacted by family violence and will ensure to support and protect those participants in order to deliver quality care.

To ensure the most effective and sufficient practices and measures are implemented and enforced within In Good Hands Occupational Therapy Pty Ltd's framework, all workers, Managers and CEO/Directors are responsible for the following, however, are not limited to:

- Ensure the safety of participants and all other related persons is held of the highest recognition.
- Ensure participants are not exposed to any form of harm, harassment, bullying etc.
- Protect participants from any possible or proposed risks or harm.
- Ensure to act within the best interests of the participants, and always aim to benefit, protect and care for the participants.
- To support, enforce and advocate for participants right to feel safe and secure within In Good Hands Occupational Therapy Pty Ltd.
- To develop and maintain an environment where participants feel respected and cared for.
- To promote the involvement of parents/guardians and families at the facility.
- To ensure that best practice is focused on a cooperative framework with a collective responsibility for the health, protection, well-being and development of participants.

CEO/Director Responsibilities –

To ensure the most effective practices and measures are implemented within the framework of In Good Hands Occupational Therapy Pty Ltd the CEO/Director will be the person responsible for promoting and enforcing the best practice-orientated quality care service delivery. To ensure this is done to the expectations of In Good Hands Occupational Therapy Pty Ltd, a performance review will be conducted annually.

Management Responsibilities –

- To recognise and report issues involving mistreatment of participants.
- To consult with co-workers and develop strategic methods to prevent the occurrence of mistreatment.
- To implement and enforce suitable services and procedures that adhere to the standards that constitute a child-safe organisation
- To act in a manner that reflects the best interest of the participants
- Ensure In Good Hands Occupational Therapy Pty Ltd is liaising with other service providers and professionals.



- To ensure all participants are aware of In Good Hands Occupational Therapy Pty Ltd's criteria and obligations, they must abide by and enforce regarding allegations of harassment or any forms of mistreatment.
- To ensure families of the participants are informed of the service opportunities and resources In Good Hands Occupational Therapy Pty Ltd offer.
- To ensure participants are aware of the procedures involved in reporting allegations of harassment or any forms of mistreatment.

Procedure

Harm Prevention

To ensure the most effective delivery of protection for participants is enforced, In Good Hands Occupational Therapy Pty Ltd will employ individuals with the necessary skills to protect participants from harm or risk. Below outlines the skills and expectations workers must enforce and adhere to, however, are not limited to:

- Must ensure adequate supervision of participants at all times.
- Must ensure parents/guardians, visitors, students or volunteers of In Good Hands Occupational Therapy Pty Ltd are not the supervised personnel for participants, thus adequate worker participant ratios must be enforced.
- Highly respect all individuals with a disability to developmental delay and adhere to their rights.
- Understanding how to identify, report and manage incidents involving the mistreatment of participants.
- Understanding the values of child-safety protection and how to enforce these values effectively.
- Are knowledgeable of the organisation's policies and legislation standards relating to abuse and negligence.
- Are aware of the ways to identify factors of abuse, mistreatment, bullying, harassment etc.
- Ensure children or participants are aware of alternative persons to communicate with if they are uncomfortable or feel unsafe.
- Ensure children or participants are aware that they are supported when reporting incidents.
- Ensure that all equipment and products used in the In Good Hands Occupational Therapy Pty Ltd adhere to appropriate safety requirements.

There are certain requirements workers of In Good Hands Occupational Therapy Pty Ltd must complete to ensure the most effective protection of participants is adhered to and enforced by all workers. These requirements may include training and induction requirements.



Below outline the requirements of In Good Hands Occupational Therapy Pty Ltd's workers, however, is not limited to:

- Checked for Criminal records (Police Check)
- Prior to providing support, workers must formally introduce themselves to all participants.
- Workers will be required to label their uniform with their name, to be clearly identified by participants.
- Ensure to provide a secure physical setting that ensures participants can safely access services.
- Child protection training.
- Incident management.
- Working with vulnerable individuals.

Inductions and Training

Upon employment, workers of In Good Hands Occupational Therapy Pty Ltd are expected to undertake forms of induction and training to ensure they obtain the required skills and information to effectively enforce and support the safety and well-being of all participants.

Workers of In Good Hands Occupational Therapy Pty Ltd are expected to participate in all training required to use these skills and knowledge whilst providing quality care for participants. The CEO/Director and Management of In Good Hands Occupational Therapy Pty Ltd are responsible for identifying the requirement of training regimes for any workers of In Good Hands Occupational Therapy Pty Ltd. This could be concerning any skills that need to be re-taught, examined or adjusted as well as if any workers demonstrate a lack of knowledge or confusion in particular tasks or skills. They are also responsible for providing the appropriate training regimes, whether this is through In Good Hands Occupational Therapy Pty Ltd or through an external Registered Training Organisation.

The purpose of training and inductions is to ensure all workers of In Good Hands Occupational Therapy Pty Ltd develop the necessary skills to ensure adequate practices are enforced while delivering quality care to participants. Below lists the required skills and understandings that constitute effective training and inductions, however, is not limited to:

- Comprehending participant's privacy obligations.
- Develop effective communication skills.
- Understand how to identify, report and manage breaches of In Good Hands Occupational Therapy Pty Ltd's Code of Conduct.
- Understand the procedures involved in reporting disclosures of harm, violence, abuse, neglect, bullying etc.
- Effective strategies to support participants who may be affected by family violence.
- Effective practices to manage challenging behaviour.



Providing Information

In Good Hands Occupational Therapy Pty Ltd and its workers are responsible for ensuring all participants and families are aware of and understand the processes of identifying and reporting any form of harassment, abuse, violence, neglect, bullying etc.

Initially, In Good Hands Occupational Therapy Pty Ltd must also ensure all participants and their families are informed of the duties, responsibilities, and obligations of In Good Hands Occupational Therapy Pty Ltd's workers to report any actions, behaviour or accusations that are deemed a form of mistreatment of participants.

In Good Hands Occupational Therapy Pty Ltd will ensure all information given to participants and their families are accurate and up to date. In Good Hands Occupational Therapy Pty Ltd will provide all participants and families with relevant information if any updates are made to this policy and procedure or relating policies and procedures.

Supporting Documents

Documents relevant to this policy and procedure include:

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

In Good Hands Occupational Therapy Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.



Policy Review

In Good Hands Occupational Therapy Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.

All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.

By signing this document, I acknowledge that I have read and understood the Protecting Participants from Harm Policy and Procedure. I need to comply with this policy and procedure, and that In Good Hands Occupational Therapy Pty Ltd can change or update the policy at any time.

Signed: _____

Version	Endorsed	Endorsee	Reason/Section Update	Next Review
1.0		Subha Perumal	Initial Release	16/06/2022