

Freedom from Abuse and Neglect



Purpose

This purpose of this policy is to ensure that Achieve Australia services promote, uphold, and respect the legal and human rights of people with disability (their families, carers and supported decision makers). This includes the rights of clients to make informed choices, exercise control, and maximise their independence regarding supports provided.

Achieve Australia will ensure, as far as possible, that clients access supports that are free from violence, abuse, neglect, exploitation, and discrimination. We acknowledge the capacity of all clients who access our services to determine their own best interests and to make decisions about their own lives.

Our Freedom from Violence, Abuse and Neglect Policy aims to ensure that

- we demonstrate that we have zero tolerance for violence, abuse, neglect, exploitation and discrimination
- we work to actively prevent violence, abuse, neglect, exploitation and discrimination
- we have processes in place to respond effectively to suspicions, allegations and incidents of violence, abuse, neglect, exploitation and discrimination, including maintaining appropriate records
- we have an incident management system in place which oversees the management of all incidents and is used to document allegations or incidents
- we ensure that any client (or person we support) affected by an allegation or incident relating to violence, abuse, neglect, exploitation or discrimination is appropriately supported, including access to an advocate and other appropriate services of their choice
- where the allegation or incident involves a child or a person with disability who has a guardian or substitute decision maker, we will immediately inform the parent, guardian or supported decision maker and provide support as required
- we review our policies, procedures and processes, and take action, following a breach of our violence, abuse, neglect, exploitation and discrimination policies and procedures, to ensure that similar allegations and incidents do not reoccur
- we comply with the requirements under the National Disability Insurance Scheme (Quality Indicator) Guidelines 2018 and the NDIS Code of Conduct.

Scope

This policy relates to all employees, contractors, volunteers and students on placement responsible for delivering services on behalf of Achieve Australia.

Legislative Context

- National Disability Insurance Scheme (NDIS) Act 2013
- Disability Discrimination Act 1992
- Australian Privacy Act 1988
- Disability Discrimination Act 1992
- Children’s Guardian Act 2019

Reference Documents

- United Nations Convention on the Rights of Persons with Disabilities
- National Disability Insurance Scheme (Quality Indicators) Guidelines 2018 (Notifiable Instrument)
- NDIS Code of Conduct
- Terms of Business for Registered Providers (effective 1 July 2016)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- Achieve Australia Privacy Policy and Procedure
- Achieve Australia Customer Charter of Rights and Responsibilities
- Achieve Australia Personal Finance Procedure
- Achieve Australia Complaints and Feedback Policy and Procedure
- Achieve Australia Client Incident Management Policy and Procedure
- Achieve Australia Responding to a Suspicion or Report of Sexual Assault
- Achieve Australia Child Protection Policy
- Achieve Australia Employment Related Child Protection Procedure
- Achieve Australia Incident Report (Visicase)

Policy Owner	Operations Executive
Approved By	Chief Executive Officer
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