



Preventing Abuse and Responding to Child Abuse, Neglect and Exploitation Policy

Our commitment to child safety

1. Kurri Kurri Community Services Ltd (KKCS) is committed to child safety.
 2. We want children to be safe, happy and empowered.
 3. We support and respect all children, as well as our staff and volunteers.
 4. We are committed to the safety, participation and empowerment of all children.
 5. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.
 6. We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously.
 7. KKCS is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.
 8. KKCS has robust human resources and recruitment practices to reduce the risk of child abuse by new and existing board members, staff and volunteers.
 9. KKCS is committed to regularly training and educating our board members, staff and volunteers on child abuse risks.
 10. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.
 11. We have specific policies and procedures in place that support our board members, staff and volunteers to achieve these commitments.
 12. We take all reasonable steps to employ skilled people to work with children. We develop selection criteria and advertisements which clearly demonstrate our commitment to child safety and an awareness of our social and legal responsibilities. KKCS understands that when recruiting board members, staff, and volunteers, we have ethical as well as legislative obligations.
- We actively encourage applications from Aboriginal people, people from culturally and/or linguistically diverse backgrounds and people with a disability

Purpose



Preventing Abuse and Responding to Child Abuse, Neglect and Exploitation Policy

Kurri Kurri Community Services Limited (KKCS) is committed to providing an environment free of abuse and neglect and exploitation children's safety and wellbeing is supported and children feel respected, valued and encouraged to reach their full potential and to provide a set of principles for minimising the risk of abuse, neglect and exploitation.

KKOOSH embeds the National Principles for Child Safe Organisations and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging.

All people have human rights.

Rights are things that every person needs to survive, to be treated fairly and to reach their full potential. Rights are important because they list very specific things that we have a need to live with dignity and be treated with respect.

Human rights are an important part of our everyday lives, and they matter for everyone no matter where you come from, your age, culture, religion or any other status.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is respected.

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2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
155	Interactions with children
168	Education and care service must have policies and procedures
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
S162 (A)	Persons in day-to-day charge and nominated supervisors to have child protection training

Scope

This policy should be read in conjunction with the Zero Tolerance Framework which have been developed to support a structured, consistent and transparent approach to safeguarding people from abuse, neglect and exploitation.

Definitions

Term	Definition
Advocate	A person who promotes, supports, and represents the rights and interests of another person. An advocate is often involved in acting, speaking or responding on behalf of another person.

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Allegation	A claim or assertion that someone has done something illegal or wrong, often one made without proof.
Apprehended Violence Order	The term Apprehended Violence Order (AVO) has the same meaning as in the <i>Crimes (Domestic and Personal Violence) Act 2007</i> .
	An AVO is a protection order made by a court to provide a person at risk of experiencing violence (by another person) with legal protection from the person threatening violence.
Exploitation	is taking advantage of someone's vulnerabilities for your personal gain, to steal, use or profit. Exploitation often occurs with vulnerable groups such as people with a disability and older people. Exploitation is a form of abuse.
Guardian ¹	<p>A guardian is a person appointed to make legally valid decisions on behalf of a person with disability who is unable to make decisions on their own, or without support. In NSW this occurs under the <i>Guardianship Act 1987</i> (refer to this link: Public Guardian).</p> <p>A substitute decision-maker with authority to make personal or lifestyle decisions about the person under guardianship. A guardian is appointed for a specified period of time and is given specific functions (e.g. able to make decisions about where the person lives, or services and medical treatment the person receives). A guardian may be appointed who is a family member or friend provided the criteria set out in the legislation are satisfied. Otherwise, the Guardianship Tribunal will appoint the Public Guardian. A guardian must be 18 years and over.</p> <p>See also Decision Making and Consent Policy and related resources.</p>
Person responsible	Someone who has the authority to consent to treatment for an adult who is unable to give valid consent to their own medical or dental treatment. Sometimes, a person is unable to make the decision or does not understand what the treatment is about or its effects. In these cases, the person responsible can give substitute consent on behalf of the other person.
Reportable conviction	A conviction (within the meaning of the <i>Criminal Records Act 1991</i>) of an offence involving a reportable incident.



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KKCS acknowledges that prevention is the best protection from abuse and neglect. Everyone has a duty of care to implement prevention strategies that include suitable recruitment screening processes and protocols for identifying the risk indicators for abuse, neglect and exploitation.

KKCS are committed to implementing the Zero Tolerance Framework. The Zero Tolerance Framework provides specific strategies for everyone to improve prevention, early intervention and responses to abuse, neglect and exploitation experienced by people. KKCS is committed to taking all steps possible to prevent and respond to abuse, neglect, exploitation, violence and discrimination of its participants, particularly toward people with a disability, children and older people.

KKCS will promote and adhere to the human rights of all participants and empower them to exercise their rights. KKCS is committed to creating a culture where participant safety is essential to service delivery, and participants and workers feel empowered to speak up and report abuse.

Policy and Procedure

Assessing Risks of Abuse

Workers will be trained to identify and respond to factors which may heighten the risk of participants being a victim of abuse. Workers will consider, for each participant, the factors that can contribute to participant vulnerability, such as social and geographical isolation, insecure accommodation, dependency on carers, not having the means or capacity to advocate for themselves, fragility and dysfunctional family lives.

Preventing Abuse

Commitment to Prevention

KKCS will foster a culture where all workers are committed to preventing abuse. All workers will undertake training in Zero Tolerance.

KKCS will ensure the staff recruitment screening process is thorough. KKCS will take a holistic and system wide approach to preventing abuse in all services and activities. KKCS will ensure that staff and/or carers, feel supported and their wellbeing is looked after.



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Culture of Reporting and Transparency

KKCS will create a culture where workers and participants feel supported to speak up when 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.

Barriers to both participant and worker disclosure of incidents of abuse will be addressed and mitigated we encourage transparency and prevent abuse from going unreported.

Feedback

KKCS will ensure there are adequate feedback and complaints mechanisms in place and all participants are aware of how to lodge a complaint or provide feedback. Official feedback processes will not act as the sole mechanism for participants to raise issues around abuse, exploitation, violence, neglect and discrimination.

Restrictive Practices

KKCS will 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.

KKCS will adhere to relevant guidelines and reporting requirements when using restrictive practices.

Responsibilities

All KKCS staff will:

- Ensure participants understand their rights and are aware of how they can exercise them.
 - Listen to and validate a participant's experience when they report a suspected abuse.
 - Talk to the participant about what is most important to them when responding to the abuse.
 - Involve the participant as much as they would like in the investigation and decision-making processes.
 - Ensure the participant and their family, where appropriate, are informed on all measures being taken.
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- Give regular updates on the progress of the investigation.
- Arrange access to counselling or support for both the participant and workers who may be suffering because of the incident.
- Analyse and identify what went wrong to allow the abuse to occur, and what changes can be made in organisational policies and procedures to combat abuse.
- Ensure that all workers sign the Employee Handbook that outlines all workers Code of Conduct, which requires workers to respect and maintain the dignity of participants.
- Staff will ensure that all persons have access to a support person/advocate where allegations of abuse, neglect, violence and exploitation are made.

Responding to Abuse

KKCS will apply the following principles when responding to abuse:

- Participant safety is paramount to all procedures/processes.
- Participants will be treated with dignity and respect.
- Participants will have the right to self-determination.
- Workers understand and enact their duty of care.
- Workers have undertaken cultural competency training and are considerate of individual participant cultural differences.
- A holistic approach will be taken when responding to abuse.
- All options (legal/police) are considered when responding to abuse.
- Participant's confidentiality is respected, however will not be a barrier to action.
- Every allegation of abuse, neglect, harm, discrimination and exploitation will be considered and taken seriously.
- Follow reporting responsibilities. These include to the police, NDIS Quality and Safeguards Commission (for all participants who have an NDIS plan), NSW Ageing and Disability Commissioner (for all participants who live in the community).

NOTE: In relation to reporting to NDIS Quality and Safeguards Commission or the NSW Ageing and Disability Commissioner you can report to both and both commissioners will work with each other in the response and action.



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Five Step Approach to Responding to Abuse

KKCS will adopt the following five-step approach to responding to abuse.

This approach will include:

1. Identification of suspected, witnessed or disclosed abuse.
2. Assessment of participant safety.
3. Providing support.
4. Informing the manager and documenting abuse and/or neglect.
5. Responding and referring the abuse to management.

1. Identification

KKCS will ensure that all workers undertake training in identifying whether a participant has or is suffering from abuse. Workers will be able to identify the signs of different types of abuse (refer to types of Abuse (table 2)).

2. Assessing participant safety

All workers will ensure that in the follow up of an abuse or alleged abuse, the participant's safety and security is protected.

This may involve seeking urgent medical assistance, providing counselling or seeking out the participant's family or guardian.

Relevant staff will contact emergency services immediately if the participant requires urgent medical assistance and if the staff suspects criminal activity was involved.

KKCS will not use participant consent as a barrier to contacting emergency services.

3. Providing support

KKCS will ensure workers are trained and aware of the processes for when an abuse has occurred and will provide immediate participant support.



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KKCS will ensure the participant is given any aids they require to assist them when giving their account of the abuse. KKCS will ensure participants are offered a translator or interpreter if required or requested.

All staff of KKCS will make the participant comfortable by:

- Allowing plenty of time to give their version of events of the abuse.
- Actively listening.
- Speaking clearly.
- Eliminating background noise.
- Repeating the question if the participant requests to hear it again.

4. Informing and documenting

KKCS will ensure workers and participants make all attempts possible to maintain the scene of the alleged abuse.

The Manager/Coordinator will ask the participant what they would like to do about their situation. If they don't have the capacity to be involved, a substitute decision-maker will be included in the conversation.

Criminal acts and deaths will be reported to the Police and the Quality and Safeguards Commission. All staff who witnessed or were disclosed the details of the assault, will report to the Business Unit Manager of the program area immediately or as quickly as possible, who will report this to the CEO.

For NDIS services, abuse, neglect, sexual misconduct, or unauthorised restrictive practices are defined as reportable incidents under the Section 73Z (4) of the National Disability Insurance Scheme Act 2013. Reportable incidents will be reported as soon as possible to (refer to Reportable Incidents Policy for further information and guidance on reporting responsibilities and timeframes).

Reportable incidents include:

- Death of a person with a disability.
- Serious injury.
- Abuse or neglect.

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- Unlawful sexual or physical contact with, or assault of, a person with a disability.
- Sexual misconduct committed against or in the presence of, a person with disability, including grooming of such a person for sexual activity.
- The use of restrictive practice in relation to a person with disability that is unauthorised use or not in accordance with a behaviour support plan.

5. Responding and record keeping

KKCS will conduct a thorough investigation into the alleged abuse, neglect and exploitation and identify, who was responsible and what organisational policies allowed the incident to happen.

All possible measures will be taken to mitigate the risk of a similar incident from occurring by reflection and learning with the continuous improvement register being updated and acted on.

KKCS will register all reports on the incident management system/spreadsheets.

Types of Abuse and Neglect

‘Abuse and neglect’ are used throughout the Policy to describe behaviour or actions that cause harm, whether physical, emotional or financial.

The types of abuse and neglect referred to in this Policy are defined below in Table 1 and Table 2, however they are not limited to these. Definitions, examples and signs of abuse and neglect are also provided.

When abuse and neglect occurs in the person’s home by other participants, professionals, paid and unpaid carers, family members and friends, it is accepted practice to define violence within any of these relationships and living situations as domestic violence.

Person Centred Approaches

All people who require support remain at the centre of prevention and responses to abuse and neglect.

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A person-centred approach involves:

- Providing positive support for people to exercise choice and control over their lives, by facilitating and maintaining relationships and connection to communities.
- Listening and learning to understand the way people communicate, including their communication preferences and wishes.
- Keeping people informed about what is going to happen before acting and throughout any response to abuse and neglect.
- Ensuring that people with high support needs and/or communication difficulty are well supported to enable detection and prevention of abuse and neglect.
- Providing information in a format that supports the person (for example, plain English, Communication Pictographs (COMPIC), photos, picture cards, audio hearing), and as relevant, their family and friends, to identify and report abuse or neglect (refer to Zero tolerance to Abuse easy to read handbook).
- Ensuring appropriate physical, emotional and psychological support is available to and easily accessible by a person following an allegation or report of abuse or neglect.

Identifying Abuse and Neglect

KKCS recognise that some individual people can be at greater risk of abuse, neglect and exploitation.

KKCS will ensure that there is no victimisation or harassment in any way for making an allegation. We ensure that procedural fairness in decision making is fair and reasonable.

Prevention

KKCS employ and train staff to respect the rights of all people and are made aware of policies and legislation pertaining to abuse, neglect and exploitation.

On recruitment of staff KKCs ensure that the following process apply:

- A National Criminal History Record Check is completed.
- A Working with Children Check for any paid and unpaid workers (anyone aged under 18 years of age) in accordance with the Child Protection (Working with Children) Act 2012 (the Act) and the Child Protection (Working with Children) Regulation 2013.



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- NDIS Worker Screening Checks are completed for each worker who works in a Risk Assessed Role.

Paid and Unpaid Staff

KKCS takes reasonable steps to ensure that all paid and unpaid workers understand and perform their roles in preventing abuse, neglect and exploitation to anyone.

Reporting Abuse and Neglect

All paid and unpaid workers are aware of their duty of care to report allegations of abuse including suspected abuse.

KKCS encourages and supports any person who has witnessed abuse, neglect or exploitation of a person or persons, or suspects that abuse, neglect or exploitation has occurred.

Barriers to the disclosure are identified and removed, and people who report abuse, neglect or exploitation are free from retribution.

Responding to a Report of Abuse or Neglect

Response is prompt, appropriate and in accordance with clearly documented procedures.

When the victim is unable to give consent, the family, guardian or other support person is notified of the incident as soon as possible.

If it is appropriate and the victim has given consent, the family, guardian or other support person is informed of the allegation of abuse, neglect or exploitation as soon as possible after the report is made.

The safety of alleged victims is maintained throughout the investigation. All parties are encouraged and assisted to access appropriate supports following an allegation.

Responding to Abuse, Neglect and Exploitation to a Person by a Member of Staff or by Another Person



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All incidents and allegations are documented and reported to a Business Unit Manager, who will follow all requirements of reporting and notifications.

All reasonable steps are taken to ensure that all people are protected from further harm.

The rights of the alleged offender and responsibilities of the employer are adhered to in accordance with the appropriate legislation.

Privacy and Confidentiality

Access to records is restricted to those who are directly involved in reporting and responding to the incident or allegation to ensure that a person's right to privacy is upheld.

An investigator is appointed to be the sole contact for the person, family, guardian or other support person, when providing information about the incident or allegation and subsequent investigations.

Resolution

KKCS will address the nature and impact of the incident or allegation from a person's perspective. This will help to determine whether the person has experienced abuse, neglect or exploitation, a breach of rights and trauma as a separate and equal consideration.

Identifying Abuse and Neglect

Observed Abuse, Neglect or Exploitation - If observed, staff are obligated and responsible for reporting.

Reporting - It may be reported directly to staff by the person or by another person who has observed the incident or multiple incidents. A support worker or any other person, may observe that abuse or neglect of a person or persons, and report it to an appropriate person.

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Suspected Abuse and Neglect - A worker or any other person may detect unusual behaviours or events that could be indicators of abuse or neglect towards a person.

Another carer, a family member or a guardian who knows a person well and has reason to suspect that the person is being abused or neglected should inform the Business Unit Manager, or in the case where that particular Business Unit Manager is suspected, the CEO.

Patterns of Abuse and Neglect - A pattern of abuse and neglect occurs where there is repeated physical abuse or ill treatment and/or harassment of a person by another person.

Table 1: Patterns of abuse and neglect

Type	Definition and examples
Long term abuse	Abuse that occurs over a period of time. E.g. Can occur in the context of family or other ongoing living arrangement.
Serial abusing	Perpetrator seeks out vulnerable individuals, and abuses several persons according to a pattern. E.g. Sexual abuse usually falls into this pattern, as do some forms of financial abuse.
Opportunistic abuse	Where a person takes advantage of an opportunity or exploiting opportunities and situations in general, especially in a devious or unprincipled way. E.g. Because a person has access to another person's bank account, and they take their money. Opportunistic abuse is also referred to as situational abuse.
Neglect	A person's needs are neglected because those around him or her are unable to provide care or there is a lack of services or inappropriate services. This includes failure to provide access to key services such as health care, dentistry or prosthesis. e.g. a staff member does not respond to a person communicating they are not feeling well and need to see a doctor.
Institutional abuse	The features are poor care standards, lack of positive responses to complex needs, rigid routines, inadequate staffing and insufficient knowledge within the service/s. e.g. not rostering enough staff on shift to meet the needs of the people requiring support.

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Unacceptable 'treatments' or programs	Punishment such as withholding of food and drink, seclusion, unnecessary or unauthorised use of control or restraint or over-medication or the unlawful administration of prescribed medications are unacceptable treatments. e.g. giving a person more medication than they have been prescribed.
Failure of agencies	Agencies are responsible for ensuring that staff receive appropriate guidance on antidiscrimination practice and cultural sensitivity. e.g. not providing staff with training on anti-discrimination and/or cultural sensitivity.
Misappropriation	Use of the person's money by others, fraud or intimidation. e.g. staff using a person's money to buy something for themselves.

Table 2: Types of Abuse

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
Physical Abuse		
Any non-accidental physical injury or injuries to a child or adult by any other person. This includes but is not limited to inflicting pain of any sort, and causing harm or injuries or causing bruises, fractures, burns, electric shock or any unpleasant sensation.	<p>Roughly handling a person while providing supports such as personal care or transfers.</p> <p>Hitting, smacking, biting, kicking, pulling limbs, hair or ears, striking with closed or open hand or with an implement of any kind.</p> <p>Dragging, carrying or pushing people who do not want to be moved unless involuntary relocation is part of a behaviour management plan or emergency response.</p> <p>Unauthorised physical restraint.</p> <p>Threats of violence.</p> <p>Leaving someone on the toilet too long or not taking them to the toilet when they need it.</p> <p>Bathing in water too hot or too cold.</p> <p>Inappropriate administration of alcohol or other drugs.</p> <p>Inappropriate kinds of discipline including withholding food or removing essential equipment.</p>	<p>Inconsistent and vague or unlikely explanation for injury.</p> <p>Unexplained injuries such as broken bones, fractures, sprains, bruises, burns, bite marks, scratches or welts in various stages of healing.</p> <p>Other bruising and marks may suggest the shape of the object that caused it.</p> <p>Avoidance or fearful of a particular person or staff member or over compliance to staff.</p> <p>Frequent and overall drowsiness.</p> <p>Out of character aggression.</p>

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
Sexual assault/abuse		
Any sexual contact between an adult and child under 16 years of age or any sexual activity with an adult who is unable to understand, has not given consent, is threatened, coerced or forced to engage in sexual behaviour. Sexual assault is any unwanted sexual act or behaviour which is threatening, violent, forced or coercive and to which a person has not given consent or was not able to give consent,	Anal or vaginal intercourse without consent. Fingers or object inserted into vagina or anus without consent. Cunnilingus or fellatio without consent. Masturbation of another person without consent. Indecent exposure. Masturbation by a person in the presence of the victim. Voyeurism. Displaying pornographic photography or literature. Sexually explicit comments, inappropriate conversations of a sexual nature.	Bruises, pain, bleeding including redness and swelling around breasts and genitalia. Torn, stained or bloody under clothing, or bedding. Repeating the word or sign e.g. 'bad' Presence of sexually transmitted disease. Pregnancy. Sudden changes in behaviour or temperament e.g. depression, anxiety attacks (crying, sweating, trembling, withdrawal, agitation, anger, absconding, seeking comfort and security). Sleep disturbances and refusing to go to bed, going to bed fully clothed. Refusing to shower or constant showering.

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
including sex with a person in a position of care or authority.		
Unauthorised restricted practices		
<p>Restraining or isolating an adult for reasons other than medical necessity or the absence of a less restrictive alternative to prevent self-harm.</p> <p>This may include the use of chemical, physical, mechanical, psycho-social and seclusion as a means or the denial of basic human rights or choices such as religious freedom, freedom of association, access to property or</p>	<p><u>Physical restraint</u> –</p> <p>Which is the use or action of physical force to prevent, restrict or subdue movement of a person’s body, or part of their body, for the primary purpose of influencing their behaviour.</p> <p>Physical restraint does not include the use of a hands-on technique in a reflexive way to guide or redirect a person away from potential harm/injury, consistent with what could reasonably be considered the exercise of care towards a person.</p> <p>This restrictive practice can only be authorised for persons aged 18 and over in NSW.</p> <p>The law limits the extent to which physical restraint can be used with a child or young person, as well as requirements that must be met for KKCS to use physical restraint with a child or young person in its care.</p>	<p>Broken or unmaintained aids or equipment that restricts a person’s movement e.g. uncharged battery on a wheel chair.</p> <p>Overdose of medication.</p> <p>Locks on outside of bedroom doors.</p> <p>Locks on food pantry and refrigerators without Restrictive Practice Authorisation.</p> <p>Withdrawal or denial of privileges planned outing or personal items that are not designated and planned behaviour support strategies.</p> <p>Denying or withhold food or drink for example, because a person has not completed a task or exhibited a behaviour.</p>

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
<p>resources or freedom of movement.</p> <p>NOTE: These practices are not considered abuse if they are applied under a Restricted Practice Authorisation and an authorised Behaviour Support Plan.</p>	<p>Section 158 of the Children and Young Persons (Care and Protection) Act 1998 outlines where physical restraint can be used with children and young persons, stating that a guardian or person authorised with consent may restrain the child or young person, but only on a temporary basis and only to the extent necessary to prevent injury to any person, or seize and take from the child or young person:</p> <ul style="list-style-type: none"> • any weapon or other thing that is being used in a dangerous manner • any alcohol • any illegal substance • any other thing necessary to prevent the child or young person from causing injury to any person <p><u>Chemical restraint</u> –</p> <p>Which is the use of medication or chemical substance for the primary purpose of influencing a person’s behaviour. It does not include the use of medication prescribed by a medical practitioner for the treatment of, or to enable treatment of,</p>	

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
	<p>a diagnosed mental disorder, a physical illness or a physical condition.</p> <p><u>Mechanical restraint</u> –</p> <p>Which is the use of a device to prevent, restrict, or subdue a person’s movement for the primary purpose of influencing a person’s behaviour but does not include the use of devices for therapeutic or non-behavioural purposes.</p> <p><u>Seclusion</u> –</p> <p>Which is the sole confinement of a person with disability in a room or a physical space at any hour of the day or night where voluntary exit is prevented, or not facilitated, or it is implied that voluntary exit is not permitted.</p> <p>This restrictive practice can only be authorised for persons aged 18 and over in NSW, it is a prohibited practice for children under 18 years in NSW.</p> <p><u>Environmental Restraint</u> –</p>	

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
	Which restrict a person's free access to all parts of their environment, including items and activities.	
Psychological or emotional abuse and verbal abuse		
Verbal assaults, threats of maltreatment, harassment, humiliation or intimidation or failure to interact with a person or failure to acknowledge that person's presence. This may include the use of chemical or physical means or the denial of basic human rights or choices such as religious freedom, freedom of association, access to property or resources or freedom of movement.	<p>Treating people in ways that deny them of their dignity.</p> <p>Humiliating a person for losing control of their bladder or bowel or about other private matters.</p> <p>Denying cultural or religious needs such as serving pork to Jewish or Muslim persons.</p> <p>Not allowing a person to express themselves out of fear of retaliation.</p> <p>Discouraging personalisation of rooms or clothing.</p> <p>Limiting social freedom available to people.</p> <p>Criticising, teasing, belittling, insulting, rejecting, ignoring and isolating a person.</p> <p>Making a person beg for help.</p> <p>Shouting orders to people. Verbal taunts, humiliation, intimidation and insults (bullying).</p> <p>Removing aids or equipment (such as wheelchair or communication device).</p>	<p>Depression, withdrawal, crying.</p> <p>Secretive and trying to hide information and personal belongings.</p> <p>Speech disorders.</p> <p>Weight gain or loss.</p> <p>Feelings of worthlessness about life and self; extreme low self-esteem self-abuse or self-destructive behaviour.</p> <p>Extreme attention seeking behaviour and other behavioural disorders (e.g. disruptiveness, aggressiveness, bullying).</p> <p>Excessive compliance.</p>

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
Domestic violence		
Domestic violence is a range of abusive behaviours perpetrated in the victim's home by someone who is well-known to them.	Any form of abuse that occurs in a person's home including: <ul style="list-style-type: none"> • physical abuse • sexual abuse • sexual assault • restricted practice and restraints • psychological or emotional abuse and verbal abuse • financial abuse • systems abuse • legal or civil abuse • neglect • wilful deprivation - passive neglect • emotional neglect 	<p>Depression, withdrawal, crying.</p> <p>Feelings of worthlessness about life and self; extreme low self-esteem, self-abuse or self-destructive behaviour.</p> <p>Extreme attention seeking behaviour and other behavioural disorders (e.g. disruptiveness, aggressiveness, bullying).</p> <p>Excessive compliance.</p>
Financial Abuse		
The improper use of another person's assets or the use or withholding of	Denying a person access to or control over their money when they have a demonstrated capacity to manage their own finances.	<p>Sudden decrease in bank balances.</p> <p>No financial records or incomplete records kept of expenditure and purchases.</p>

Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
another person's resources.	<p>Denying a person access to information about their personal finances.</p> <p>Taking a person's money or other property without their consent (which is likely to be a criminal offence).</p> <p>Forcing changes to wills or other legal documents. Having cheques or credit card payments forged, or using a person's personal banking cards without their authorisation. Using a person's belongings for personal use.</p> <p>The improper use of another person's assets or the use or withholding of another person's resources.</p>	<p>Person controlling finances does not have legal authority.</p> <p>Sudden changes in banking practices.</p> <p>Sudden changes in wills or other financial documents.</p> <p>Unexplained disappearance of money or valuable possessions.</p> <p>Person has insufficient money to meet budgetary needs.</p> <p>Person is persistently denied outings and activities due to lack of funds.</p> <p>Borrowing, begging, stealing money or food.</p>
Neglect		
Neglect is a failure to provide the necessities of care, aid or guidance to dependent adults or children by those responsible for their care	<p>Failure to provide the following:</p> <ul style="list-style-type: none"> • Supervision for long periods of time when the risk of foreseeable harm or injury to the person requiring care is high. • Adequate nutrition, clothing or personal hygiene. • Clean clothing. • Appropriate health care or medical treatment. • Safe environment. 	<p>Inappropriate or inadequate shelter or accommodation.</p> <p>Hunger and/or weight loss.</p> <p>Requesting, begging, scavenging or stealing food.</p> <p>Constant fatigue, listlessness or falling asleep.</p> <p>Direct or indirect disclosure.</p> <p>Extreme longing for company.</p> <p>Poor hygiene.</p> <p>Inappropriate or inadequate clothing for climatic conditions.</p>



Description	Examples of abuse	Behavioural indicators and physical signs that abuse may be occurring
	<ul style="list-style-type: none">• Social interaction and engagement.• Hurrying or rushing assistance with eating or drinking to fit in with staff timetables rather than the person's need.	<p>Unattended physical problems or medical needs.</p> <p>Social isolation.</p> <p>Loss of social and communication skills.</p> <p>Displaying inappropriate or excessive self-comforting behaviours.</p>



Related Documents

- Screening for Criminal Records Check Policy
- Staff Recruitment Policy and Procedure
- Staff Training and Induction Policy
- Mandatory Reporting Policy and Procedure
- Reportable Conduct Policy and Procedure
- Child Safe Policy and Procedure
- Reportable Incident Policy and Procedure
- Zero Tolerance Framework

References

- Department of Communities and Justice (DCJ)
- Office of The Children's Guardian
- The Charter of Rights
- the United Nations Convention of the Rights of the Child
- the United Nations Declaration of the Rights of Indigenous Peoples.
- Privacy Act 1988
- Adoption Act 2000
- Work Health and Safety Act 2011
- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Privacy and Personal Information Protection Act 1998 (Cth)
- Crimes Act 1900 (NSW)
- Child Protection (Working with Children) Act 2012
- Children's Guardian Act 2019
- NDIS Practice Standards
- NDIS (Incident Management and Reportable Incidents Rules) 2018
- NDIS Quality and Safeguards Framework
- National Disability Insurance Scheme Act 2013
- Disability Inclusion Act 2014
- Ageing and Disability Commission Act 2019
- Carers Recognition Act 2010