Protection of Human Rights & Freedom from Abuse

OVERVIEW

National Community Care affirms the right of people with disabilities to live their lives free from neglect, abuse and exploitation.

AIM

The purpose of this policy is to:

- Promote the human rights of our clients, including children and young people;
- Create a service environment where risks to the rights and well-being of our clients are minimised; and
- Ensure that if we become aware of an instance of abuse or neglect, we respond promptly, professionally and compassionately to address the situation in accordance with the requirements of the relevant Agencies.

SCOPE

The scope of this policy applies to all National Community Care services, all employees, including students, advocates, contractors and others who may act on behalf of National Community Care from time to time. Other internal policies and documents relevant to this policy include but are not limited to the following:

• Code of Conduct;
• Complaints and Participant Feedback Policy;
• Privacy and Confidentiality Policy; and
• Duty of Care Policy

National Community Care responsibilities:

National has a duty of care to ensure that the rights of our clients are respected, their well-being is safeguarded, and that they are not exposed to any form of abuse and neglect while in our service. We expect that everyone who is associated with National Community Care, and is involved in providing services to our participants will share our commitment to maintaining an organisational culture that:

- Upholds the value and dignity of our clients;
- Builds trusting relationships with our clients, their families and carers;
- Provides services in an environment that is safe and welcoming for everyone;
- Empowers our clients by helping them to understand their rights;
- Makes everyone feel safe to raise concerns;
- Responds proactively to concerns and complaints when they arise; and
- Fosters collaboration with other organisations in upholding clients' human rights and preventing abuse and neglect.
- Preventing abuse and neglect

Abuse and Neglect
This is defined to include, but is not limited to:

- Domestic, family and interpersonal violence
- Physical and sexual violence and abuse
- Psychological or emotional harm and abuse
- Constraints and restrictive practices; (including medication)
- Forced treatments and interventions; (including medication)
- Humiliation and harassment
- Financial abuse
- Violations of privacy
- Systemic abuse
- Physical and emotional neglect
- Passive neglect
- And wilful deprivation.

Minimising Risk
National will minimise the risk of clients' rights being infringed, or them being subject to abuse and neglect, through the following:

- Providing information and support services to all clients upon onboarding NCC Services.
- Promotion of a zero tolerance towards abuse and neglect and actively encouraging our staff to report any suspicions
- Advocate on behalf of the client to ensure their safety and wellbeing
- Completing random welfare checks on clients to ensure they are ok.
- National Community Care recruitment procedures will be of a high standard and we will ensure that the right staff are appointed in line with federal and territory requirements.
- Ongoing annual training for all employees including mandatory reporting and elder abuse.

Suspected Abuse and/or Neglect
National will maintain our strict mandatory reporting processes in the event abuse and neglect occurs. This process includes liaising with the appropriate Agencies such as ACT Policing, AFP Community Liaison Contact, NDIS Quality and Safeguards Commission, The Aged Care Quality and Safety Commission, Public Trustee and Guardianship, Human Rights Commission, ADACAS and more. Refer to National Community Care's '*All Mandatory Reporting Policy*' and relevant Procedures and National's *'Duty of Care Policy'*.

Record Keeping
National Community Care must keep consolidated records of all incidents involving allegations or suspicions of reportable assaults which can be, upon request, reviewed by the appropriate Commission and/or client.