



BLUEBIRD HOMECARE PTY LTD. ABN 55 625 827 974
POLICIES AND PROCEDURES

Policy Title	Preventing and Responding to Violence, Abuse, Neglect, Exploitation and Discrimination Policy				
Policy Number	BH-P-CC-037-02				
Policy Owner	Compassionate Care WA - Clinical Process and Compliance				
Date Created	July-1-2024	Revised Date	Aug-27-2024	Next Revision Date	Aug-27-2027
Classification	Revised	Version Number	02	Number of Pages	6

1. POLICY STATEMENT:

- 1.1. Compassionate Care WA will apply the NDIS Practice Standard for the Prevention of Violence, Abuse, Neglect, Exploitation, and Discrimination.

2. SCOPE:

- 2.1. This Policy applies to the provision of all services and supports at Compassionate Care WA.
- 2.2. All permanent, fixed term and casual staff, contractors and volunteers are required to take full responsibility for ensuring full understanding of the commitments outlined in this Policy.
- 2.3. The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows and other strategies referred to in the relevant procedure.

3. PURPOSE:

- 3.1. Every participant in Compassionate Care WA will get support free from violence, abuse, neglect, exploitation, and discrimination.

4. NDIS QUALITY INDICATORS:

- 4.1. In this regard, Compassionate Care WA aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:
 - 4.1.1. Policies, procedures and practices are in place which actively prevent violence, abuse, neglect, exploitation or discrimination.
 - 4.1.2. Each participant is provided with information about the use of an advocate (including an independent advocate) and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made.
 - 4.1.3. Allegations and incidents of violence, abuse, neglect, exploitation or discrimination, are acted upon, each participant affected is supported and assisted, records are made of any details and outcomes of reviews and investigations (where applicable) and action is taken to prevent similar incidents occurring again.

5. DEFINITION OF TERMS:

- 5.1. Bluebird Homecare Pty Ltd, ABN 55 625 827 974, is the provider of Compassionate Care WA.
- 5.2. Client refers to a Compassionate Care WA client, which may include an NDIS participant.
- 5.3. Key Management Personnel refers to Catherine Suva, Paul Lloyd Hersey, and other key personnel who occasionally work with Compassionate Care WA.
- 5.4. The term "Legislation Register" refers to Compassionate Care WA's registry of laws, rules, regulations, and recommendations.
- 5.5. The policy register refers to Compassionate Care WA's policy register.
- 5.6. Catherine Suva is the principal.
- 5.7. A worker is any employee of Compassionate Care WA, whether they are employed on a contract basis or on an as-needed basis; this definition also includes the principal.



6. GENERAL GUIDELINES:

6.1. Types of Abuse

- 6.1.1. Abuse is the violation of a person's human rights, through an act or actions of commission or omission, by another person, or persons. There are different kinds of abuse and they may include:
- 6.1.2. Chemical abuse refers to any misuse of medications and prescriptions, including the withholding of another person's resources by someone with whom the person has a relationship implying trust.
- 6.1.3. Cultural abuse is abuse that is received primarily because of a person's cultural background. It can be an outcome of discrimination and harassment and can take different forms including emotional, psychological or social abuse.
- 6.1.4. Financial abuse refers to the illegal or improper use of a person's property or finances or the withholding of another person's resources by someone with whom the person has a relationship implying trust.
- 6.1.5. Harm is any detrimental effect of a significant nature on the person's physical, psychological or emotional wellbeing. It is immaterial how the harm is caused. Harm can be caused by physical, psychological or emotional abuse or neglect or sexual abuse or exploitation. It may be caused by a single act, omission or circumstance or a series or combination of acts, omissions or circumstances.
- 6.1.6. Physical abuse is when a person suffers physical trauma or injury that is not accidental. It does not always leave visible marks or injuries. What matters most is the act itself that caused the trauma or injury. Physical abuse can include hitting, shaking, throwing, burning, biting, poisoning.
- 6.1.7. A considerable negative impact on an individual's bodily, psychological, or emotional well-being is considered harm. It makes no difference how the injury is inflicted. Neglect, sexual abuse, or exploitation, as well as physical, psychological, or emotional abuse, can all result in harm. It could be brought on by a single act, omission, or event, or it could be the result of several acts, omissions, or circumstances combined.
- 6.1.8. When someone experiences physical damage or injury that is not coincidental, it is considered physical abuse. It doesn't usually result in obvious injuries or marks. The conduct that resulted in the trauma or harm is what matters most. Hitting, shaking, throwing, burning, biting, and poisoning are examples of physical abuse.
- 6.1.9. Psychological/emotional abuse happens when a client's social, emotional or intellectual development is damaged or threatened. It can include constant rejection, teasing or bullying, yelling, criticism, exposure to domestic or family violence.
- 6.1.10. Sexual abuse is any form of forced or unwanted sexual activity. The perpetrator of sexual abuse may use physical force, make threats or take advantage of a person unable to give consent. Sexual activity includes intercourse, genital manipulation, masturbation, voyeurism, sexual harassment, and also inappropriate exposure to pornographic media.

6.2. Forms of Neglect

- 6.2.1. When individuals or children in need of care are not given the support, attention, or direction they require, it is considered neglect. Included in neglect are, but are not restricted to, the following:
- 6.2.2. When someone is physically neglected, they are not given enough food, clothing, protection from the elements, supervision, medical attention, or dental care, or they are put in unnecessary danger by harmful surroundings or behaviors.
- 6.2.3. Failure to carry out caregiving duties due to insufficient knowledge, illness, or failure to provide recommended services is known as passive neglect.
- 6.2.4. A person is put at risk of physical, mental, or emotional harm when they are purposefully denied access to medication, medical treatment, housing, food, a therapeutic device, or other forms of physical support. This is known as deliberate deprivation.
- 6.2.5. When an adult or kid is not given the care or stimulation necessary for their social, intellectual, and emotional development or welfare, it is referred to as emotional neglect. (e) Negligence, or the inability to act with the proper duty of care, is what is meant by crimes of omission.

6.3. Exploitation:



6.3.1. Exploitation is taking advantage of the vulnerability of a person with disabilities in order to use them, or their resources, for another's benefit or advantage.

6.4. The act of discrimination:

6.4.1. When someone or a group is treated unfairly due to a legally protected characteristic, that is discrimination.

6.4.2. There may be unlawful discrimination:

6.4.2.1. Directly: when an individual or group is treated differently from others due to a protected characteristic as opposed to another individual or group who does not have that feature.

6.4.2.2. Indirectly: This occurs when a system, procedure, or requirement that is arbitrary or unreasonable treats everyone equally but inadvertently disadvantages a person or group that possesses a legally protected characteristic.

6.4.3. Qualities that are legally protected include:

6.4.3.1. age;

6.4.3.2. breastfeeding;

6.4.3.3. disability/impairment (including genetic predisposition to disability, visible or invisible, temporary or permanent);

6.4.3.4. employment activity (e.g. asking your boss about your Workplace entitlements);

6.4.3.5. gender identity (being transgender or intersex);

6.4.3.6. industrial activity/inactivity (union membership or non-membership);

6.4.3.7. irrelevant criminal record;

6.4.3.8. lawful political belief or activity;

6.4.3.9. lawful sexual activity;

6.4.3.10. marital status (having or not having a domestic partner);

6.4.3.11. medical record;

6.4.3.12. physical features (including height, weight or appearance);

6.4.3.13. pregnancy (including potential pregnancy);

6.4.3.14. race (including language spoken at home, citizenship, country of origin);

6.4.3.15. religious belief or activity;

6.4.3.16. sex;

6.4.3.17. sexual orientation;

6.4.3.18. social origin;

6.4.3.19. status as a parent or carer (with a broad and inclusive definition of both); and

6.4.3.20. personal association or relation to another person with any of the above attributes (e.g. being related to someone with a disability). Some exclusions apply to this point.

6.4.3.21. a close relationship or personal association with someone who possesses any of the aforementioned qualities (e.g., being connected to someone with a disability). This point is subject to certain exceptions.

7. PROCEDURES:

7.1. The following procedures, which are meant to make clear the fundamental ideas of the policy and define the roles of the principal, single director, important management figures, and other employees, support the policy. The procedures are not prioritized, and all are crucial to accomplishing the goals of the policy statement. They collaborate dynamically and apply to every aspect of Compassionate Care WA.



- 7.2. Details attesting to Compassionate Care WA's dedication to stopping abuse, violence, neglect, exploitation, and prejudice. Responsible person is the Principal
 - 7.2.1. Make sure our Client Information Booklet is given to every client and their relatives, caregivers, preferred community, or advocate. It contains the following information that assert that;
 - 7.2.1.1. affirms the dedication of Compassionate Care WA to stopping and dealing with abuse, neglect, exploitation, and discrimination; and
 - 7.2.1.2. covers the particular rights that the client has as a Compassionate Care WA client, such as the right to live a life free from abuse, violence, neglect, exploitation, and discrimination, as well as respect for their human worth and dignity;
 - 7.2.2. details on how to get in touch with an advocate or legal agency (including an independent advocate) in cases involving claims of discrimination, abuse, assault, or neglect.
- 7.3. Foster an environment that forbids discrimination, exploitation, abuse, violence, and neglect by all workers.
 - 7.3.1. Prohibit anybody from using violence, abuse, neglect, exploitation, or prejudice in any way.
 - 7.3.2. Offer assistance and support in a setting that is morally and physically sound, devoid of financial or other forms of discrimination, abuse—emotional, physical, or sexual—neglect, and exploitation.
 - 7.3.3. Deliver assistance and services in a way that upholds the client's rights and obligations, such as their freedom from discrimination, abuse, violence, and exploitation.
 - 7.3.4. Inquire if the client has experienced violence, abuse, neglect, exploitation, or discrimination in the past. If so, find out if the relevant offenders are still a part of their network or life.
 - 7.3.5. Obtain the client's consent to the extent that other parties, including the client's family, caregivers, preferred community, or advocate, may participate in the planning and decision-making process regarding the client's life and how they choose to live it, including decisions regarding services and supports, particularly in cases where Compassionate Care WA is aware of a history of violence, abuse, neglect, exploitation, or discrimination. This participation may occur during the client assessment or support planning stage (before supports are provided).
- 7.4. Making advocacy accessible by all workers:
 - 7.4.1. In cases where there have been accusations of assault, abuse, neglect, exploitation, or discrimination, encourage and assist clients to seek legal or advocacy services.
- 7.5. Stopping and recognizing acts of violence, abuse, neglect, discrimination, and human rights violations
 - 7.5.1. Vigorously guard against and, if feasible, completely eradicate any risk of violence, abuse, neglect, exploitation, discrimination, and human rights violations for our clients; this includes keeping an eye out for the signs listed in the schedule.
 - 7.5.2. In line with our incident management and reporting policy, report and take appropriate action in the event of any violence, abuse, neglect, exploitation, or prejudice.
 - 7.5.3. React promptly and tactfully to any infringement of our clients' rights that arises from Compassionate Care WA's provision of services, taking prompt action to put an end to such actions.
 - 7.5.4. When a worker thinks that a client is the victim of abuse, neglect, exploitation, or prejudice, they should proactively help them to the best of their ability and resources.
 - 7.5.5. When Compassionate Care WA clients, their families, and caregivers report any instances of violence, abuse, neglect, exploitation, or discrimination, we should support them so that we can comprehend the situation completely and respond appropriately.
 - 7.5.6. Ensure that anyone who reports client exploitation, abuse, or neglect is treated with impunity.
 - 7.5.7. Ensure that pertinent individuals within the client's support system are notified of any suspected or reported cases of discrimination, abuse, violence, neglect, or exploitation. Pay attention to circumstances in which an individual within the support system is the purported or suspected offender of the behavior.
 - 7.5.8. Provide counsel to advocates, families, and clients regarding:



- 7.5.8.1. the ability to report an occurrence in accordance with the occurrence Management and Reporting Policy and file a complaint under the Compassionate Care WA Feedback and Complaints Management Policy;
 - 7.5.8.2. support services, which can direct people to the proper specialized services when they are able to recognize and react to acts of violence, abuse, neglect, exploitation, and discrimination;
 - 7.5.8.3. the ability to file complaints, pursue grievances, and have access to the criminal justice system.
 - 7.5.8.4. The freedom to report or allege violence, abuse, neglect, exploitation, and discrimination without fear of reprisal or retaliation for any concerned party, including but not limited to the client or another individual from their support network.
- 7.6. Mandatory reporting on child safety by all workers.
 - 7.6.1. In Australia's West
 - 7.6.1.1. Physicians and nurses in Western Australia are legally required to notify the Department of Communities—Child Protection and Family Support of any reasonable suspicions of child sexual abuse.
 - 7.6.1.2. The Mandatory Reporting Web System (MRWeb) can be used to lodge a written required report.
 - 7.6.1.3. You can report a child in the following ways if you believe they are being abused or neglected:
 - 7.6.1.4. Metropolitan Area: Send an email to CPDUTY@cpfs.wa.gov.au or call 1800 273 889 to report issues to the Department's Central Intake Team.
 - 7.6.1.5. Country Area: Use a nearby district office to report issues to the department.
 - 7.6.1.6. Tell your manager or supervisor as well as the Western Australia Police if you are worried about your safety when filing the required report.
 - 7.6.2. Reporting of general (not required) child abuse
 - 7.6.2.1. If you have reasonable suspicions that a child has experienced abuse or is in danger of experiencing abuse; has received poor treatment or is at risk of receiving poor treatment; or has been exposed to or subjected to behaviour that causes psychological injury to the child, you can report the information in the following ways:
 - 7.6.2.2. For urgent concerns: Call the police at 000 if you have a life-threatening worry about a youngster.
 - 7.6.2.3. Concern for a child's welfare: Please call the Central Intake Team at 1800 273 889 if you have any concerns regarding a child's welfare.
 - 7.6.2.4. Crisis Care: Crisis Care offers information and recommendations to individuals going through a crisis as well as Western Australia's after-hours response to concerns regarding the safety and wellness of a child.
- 7.7. Determine which clients are most vulnerable by workers.
 - 7.7.1. Determine whether clients in the risk assessment have experienced violence, abuse, neglect, exploitation, or prejudice in the past or who are more likely to experience these issues in the future.
- 7.8. Employees must adhere to policy by all workers.
 - 7.8.1. This policy is included in the orientation and induction documents given to all employees.
 - 7.8.2. As stipulated in their employment contract, contractor agreement, or binding letter agreement, every employee of Compassionate Care WA must be accountable for making sure that:
 - 7.8.2.1. a thorough comprehension of the obligations specified in this policy, along with the protocols and additional tactics intended to guarantee that the policy's tenets are respected; and
 - 7.8.2.2. making certain that the guidelines, practices, and other tactics included in this policy are implemented in their day-to-day activities.
- 7.9. Train Employees by the Principal and Key Management Personnel



- 7.9.1. Provide training and assistance to staff members so they may recognize and address instances of client aggression, abuse, neglect, exploitation, and discrimination, as well as any symptoms or signals included in the schedule.
- 7.9.2. Provide training to staff members on how to identify, stop, or lessen instances of violence, abuse, neglect, exploitation, and discrimination against clients in the context of providing services, including in compliance with the Work Health and Safety Policy.
- 7.9.3. In cases where there is suspected or confirmed client abuse, neglect, or exploitation, provide workers with early intervention training.
- 7.10. Adoption of complementary policies by the Principal and Key Management Personnel
 - 7.10.1. Adopt and uphold the policy and any supporting paperwork that helps Compassionate Care Western Australia to exhibit the pertinent NDIS quality indicators including discrimination, abuse, neglect, and exploitation in order to support the NDIS Practice Standard.