

Core Module Manual

Full Care Lifetime

ZERO TOLERANCE POLICY

To meet the requirements of the disability abuse prevention strategy. To understand, promote and enhance safeguards, and prevent abuse. To prevent abuse from occurring.

This policy is relevant to all staff, volunteers or stakeholders.

POLICY

Full Care Lifetime is committed to all elements of the NDIS Code of Conduct. Full Care Lifetime will train staff in all elements of the Code of Conduct and ensure a Zero Tolerance approach is incorporated into practices.

Full Care Lifetime will follow the Code of Conduct and follow these guidelines as listed and ensure that Full Care Lifetime:

- Does not tolerate any form of abuse of people with disabilities by workers or other people with disabilities and promotes zero tolerance for abuse.
- Provides staff with training and information to correctly apply the obligations of the Code of Conduct.
- Assists staff to undertake their role, such as keeping support plans up-to-date and provide training opportunities (such as formal training, mentoring or on-the-job supervision).
- Acts on all reported cases of abuse or suspected abuse.
- Never takes adverse action against any staff member or volunteer if they report abuse or neglect.
- Base all necessary disciplinary actions on the principle of procedural fairness, if a Staff violates the obligations of the Code of Conduct.
- Respects, recognises and values the diversity of people and cultures, and creates an inclusive environment where it is safe for people with disabilities to express their cultural identity.
- Actively maintains a working environment in which the risks of abuse are minimised
- Creates and maintains a positive complaints culture in which people are not afraid to 'speak up', and
- Fosters a culture of Zero Tolerance to abuse of people with disabilities.

Full Care Lifetime informs their staff that imposes the obligations as listed below:

Frontline workers must:

- Provide services without engaging in abuse, exploitation, harassment or neglect.
- Report any form of abuse or suspected abuse.
- Not engage in sexual abuse or misconduct, and must report any such conduct by other workers, people with disabilities, family members, carers or community members.
- Show respect for cultural differences when providing services.
- Act ethically, with integrity, honesty and transparency.

Definition

- **Zero Tolerance** Aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse of people with disabilities. The aim is to assist service providers in developing positive organisational cultures and practices and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS).

PROCEDURE

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Full Care Lifetime will train Staff to be able to understand and act on a Zero Tolerance approach and ensure that staff appreciates people with disabilities are people first, who have needs, aspirations, preferences and feelings.

All staff is required to listen to all participants. So, they can determine their preferences, aspirations, needs and support where it is safe to do so.

- Full Care Lifetime acknowledges that reporting abuse is critical to prevent abusive situations from escalating and future incidents from occurring.
- All staff working with people with disabilities must report any form of abuse (Zero Tolerance).
- Full Care Lifetime will ensure that Staff is informed that people with disabilities face significantly higher risks of sexual assault and exploitation than the general population. This is particularly true for women with a disability. In addition, there can be barriers to disclosure that make it difficult for a person with a disability to report sexual abuse and misconduct.