

Reporting Abuse and Neglect Policy and Procedure

Commitment

Illowra has a zero tolerance for abuse and neglect, in line with the Code of Conduct.

Illowra is committed to:

- Providing a safe environment
- Reporting and acting on any concerns of abuse or neglect
- Continuous improvement

Scope

This procedure is to protect everyone living in Illowra Specialist Disability Accommodation (SDA).

Illowra staff do not provide direct support. Contact with residents is limited to in vacancy management, establishing and maintaining tenancy, and household maintenance. Financial arrangements will be in line with the tenancy agreement. Illowra's work will generally be remote or in the presence of others. Interactions between SIL staff and residents may be observed in the process.

The Supported Independent Living (SIL) provider has a direct support relationship with residents, with specific requirements to prevent and report any concerns relating to abuse or neglect.

What is abuse?

Abuse is the violation of a person's rights.

Types of **abuse** may include:

- Physical - such as hitting or hurting
- Sexual - having sexual activity with someone without consent
- Psychological or emotional - threatening, harassing or intimidating
- Restrictive practices - unnecessarily restraining or isolating
- Financial - wrongfully using another person's assets
- Legal or civil - denying access to justice or legal systems
- Systemic - failure to provide adequate or appropriate services, appropriate to a person's age, gender, culture, needs or preferences

What is neglect?

Neglect is failure to provide necessary care or assistance.

Types of **neglect** may include:

- Physical - failure to provide adequate food, shelter, clothing and protection

- Emotional - restricting the social, intellectual and emotional growth or well-being.

Procedure

Illowra staff are responsible for:

- Working in line with the Code of Conduct
- Ensuring the wellbeing and safety of residents within scope
- Reporting any concerns or allegations to management
- Ensure confidentiality with the exception of reporting

Illowra management are responsible for:

- Ensuring residents are aware they can raise concerns directly, to the SIL (if applicable), to the police, the Abuse and Neglect Hotline or VCAT
 - Screening staff and contractors
 - Ensuring staff work to the Code of Conduct
 - Responding to any concerns or allegations of abuse or neglect in line with the principles of ensuring resident safety within scope
 - Reporting to police/the Commission/VCAT as required
 - If the matter is related to SIL staff, another resident or family member, following up in line with SDA-SIL Collaboration Agreement
 - If the matter is related to a maintenance contractor, managing in line with the contract
 - If the matter is relating to Illowra staff, standing the person down, internally investigating without interfering with any police investigation and acting on findings
 - Making Disability Worker Exclusion Scheme notifications if required
 - Reviewing any incidents and making improvements to prevent any likelihood of re-occurrence

Residents are responsible for:

- Reporting any concerns relating to abuse or neglect

The SIL provider is responsible for:

- Screening SIL staff and ensure they are working in line with the Code of Conduct
- Maintaining a zero tolerance of abuse and neglect
- Ensuring any restrictive interventions meet requirements
- Responding to and reporting on any allegations/concerns of abuse or neglect

- Provide support to the resident as required
- Ensuring staff who leave, are stood down or dismissed lose access to the SDA in line with SDA-SIL agreement
- Working in line with SDA-SIL Agreement
- Reviewing any incidents, making improvements to prevent any likelihood of re-occurrence

National Disability Abuse and Neglect Hotline Contact Details

- **Call** (free call) 1800 880 052
- **Visit** the [the website](#) make a report or complaint webpage
- See also [Disability Services Commissioner](#)

The [National Relay Service](#) is available to help callers with a hearing or speech impairment. For:

- TTY users, call 133 677, then ask for 1300 00 3224
- Speak and Listen users, call 1300 555 727 then ask for 1300 00 3224
- Internet relay users, connect to the [National Relay Service](#) then ask for 1300 00 3224

The Translating and Interpreting Service (TIS National) is available (24 hours, 7 days) for callers who speak other languages. Call 131 450.

Legislation and Standards

The following legislation and standards apply to this policy and supporting documentation:

[Australian Open Disclosure Framework](#)

[Charter of Human Rights and Responsibilities Act 2006](#) – (Vic)

[Department of Health and Human Services \(DHHS\) Code of Conduct for disability service workers](#)

[National Disability Insurance Scheme Code of Conduct Rules 2018](#)

[Victorian Civil & Administrative Tribunal Act 1998](#) – (Vic)

[Zero Tolerance Framework](#)

Related Illowra documents

Contractor Policy

Incident Reporting Procedure

Privacy Policy

SDA-SIL agreement

Staff Policy

Policy Matrix: Governance and management	
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Version	Details
Version 1	26 May 2019
Endorsed	
Changes	