VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION – STANDARD AND SPIEL

STANDARD

Violence, abuse neglect, exploitation and discrimination Criteria - extract from NDIS Practice Standards: Core Module.

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant is able to access supports free from violence, abuse, neglect, exploitation or discrimination. |
| **To achieve this outcome, the following indicators should be demonstrated:** * Are policies, procedures and practices in place which actively prevent violence, abuse, neglect, exploitation or discrimination?
* Is each participant provided with information about the use of an advocate (including an independent advocate) and access to an advocate facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made?
* Are allegations and incidents of violence, abuse, neglect, exploitation or discrimination, acted upon? Is each participant affected supported and assisted? Are records made of any details and outcomes of reviews and investigations (where applicable) and action taken to prevent similar incidents occurring again?
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SPIEL

Your explanation to the auditors how you meet the above criteria from the Rights and Responsibilities Standard.

Read the Spiel below, adapt it to reflect what you are doing and then insert into your NDIS Commission On-line Application. If you are providing supports to children of any age include reference to children’s rights and strategies you have in place to maintain the child’s safety.

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| XXX has systems in place to actively prevent violence, abuse, neglect, exploitation or discrimination. These include:* An NDIS Employment Checklist that ensures key worker issues are addressed prior to new worker appointment. This includes:
	+ right-to-work checks
	+ Worker screening - current Police Checks and Working with Children Checks as required
	+ Verification of correct qualifications / registrations / memberships
* The Service Agreement and the Rights and Responsibilities Policy both outline the participant’s right to use an advocate and the responsibility of the provider to assist the participant to access an advocate if required or requested
* The Service Agreement informs participants how to make a complaint
* The annual participant survey specifically asks participants if they had any safety concerns
* An incident management system which addresses incidents involving violence, abuse and neglect. This specifically addresses offering access to advocates if an incident occurs. It also ensures information is accurately recorded and appropriate reporting occurs using the Incident and Complaints Report Form, and in this instance, the Incident Investigation process would be followed
* Induction and annual training on incident and complaints management, mandatory reporting and human and legal rights is undertaken by all workers
* Various registers / plans ensure:
	+ all Police Checks and Working with Children Checks are current (Compliance Calendar and HR Register)
	+ Incidents are followed up (Incidents and Complaints Register)
	+ Training (Annual Training Plan and Compliance Calendar)
	+ Audits are conducted and outcomes monitored (Quality Plan and Quality Improvement Projects Register)
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*Supporting Documents:*

* *NDIS Employment Checklist*
* *Compliance Calendar*

*Related Resource / Attachments Already Supplied:*

* *NDIS Service Agreement*
* *Participant Survey*
* *NDIS Induction Checklist*
* *Annual Training Plan*
* *Human Resources Register*

*Also refer to the following*

* *Complaints and Incident management documents in the Feedback & Complaints & Incident Management Standards*
* *Quality Plan and Quality Improvement Projects Register in the Quality Management Standard*