



Safe Environment

PURPOSE AND OBJECTIVES

Easy iCare Pty Ltd recognises the right of participants to feel safe and to live in an environment where they are protected from assault, neglect, exploitation or any other form of abuse.

Easy iCare Pty Ltd will encourage and support any person who has witnessed abuse of a service user or, who suspects that abuse has occurred, to make a report and be confident of doing so without fear of retribution.

Easy iCare Pty Ltd acknowledges that prevention is the best protection from abuse and neglect and recognises its duty of care obligations to implement prevention strategies that include suitable recruitment and screening protocols for identifying potential risks.

Easy iCare Pty Ltd recognises that prevention strategies should include the employment of skilled staff who respect the rights of participants and who are aware of current legislation and policies pertaining to abuse and neglect. Such staff will assist participants and their families or guardians to access complaints mechanisms and to raise any concerns they have about service provision.

Where abuse, harm or neglect has occurred, Easy iCare Pty Ltd will respond quickly, considerately and effectively to protect the service user from any further harm, ensuring all reporting is in line with standards.

To provide support to participants to be safe within any environment.

POLICY

Document Title	Safe Environment	Effective Date	26/11/19
Authorised by	Karl Jenkins (Director)	Review Date	26/5/20
Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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This policy aims to:

- Take a preventative, proactive and participatory approach to participant safety;
- Value and empower participants to participate in decisions which affect their lives;
- Foster a culture of openness that supports all persons to safely disclose risks of harm to participants
- Respect diversity in cultures and/or child-rearing practices while keeping participant safety paramount;
- Provide written guidance on appropriate conduct and behaviour towards participants;
- Engage only the most suitable people to work with participants and have high quality staff and volunteer supervision and professional development;
- Ensure participants know who to talk with if they are worried or are feeling unsafe, and that they are comfortable and encouraged to raise such issues;
- Report suspected abuse, neglect or mistreatment promptly to the appropriate authorities(refer to Working with Children Policy and Procedures for process);
- Record any details and outcomes of reviews and investigations of allegations and incidents use information to prevent future occurrences.
- Ensure that participants are aware that they have the right to live in a safe environment;
- Share information appropriately and lawfully with other organisations where the safety and wellbeing of participant is at risk; and
- Value the input of and communicate regularly with families, advocates or representatives.
- Easy iCare Pty Ltd staff are identified as support worker through wearing uniforms or carrying identification.
- Ensures the support environment is safe for the participant.
- Review other providers and services to identify and treat risks, ensure safe environments, and prevent and manage injuries (Risk Management, Work Health and Safety policies)

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Application, Steps and Process

Strategies to embed an organisational culture of child safety

- As part of Annual compliance and business monitoring activities, Easy iCare Pty Ltd has and will continue to review safe practices and standards.
- Easy iCare Pty Ltd annually engages in a review of its philosophy and business practices with the purpose of ensuring that policies, procedures and practice are underpinned by the aims of this policy.
- The Manager will continue to provide advice and ensure leadership around child safe principles.

Statement of commitment to safety

Easy iCare Pty Ltd has implemented the following statement of commitment to safety

Easy iCare Pty Ltd is committed to safety and wellbeing of all participants. This will be the primary focus of our support and decision-making. Easy iCare Pty Ltd is committed to providing

a safe environment where participants are safe and feel safe, and their voices are heard about decisions that affect their lives. Attention will be paid to the cultural safety of

Aboriginal participant and participant from culturally and/or linguistically diverse backgrounds, as well as the safety of participant with a disability.

Every person involved in Easy iCare Pty Ltd has a responsibility to understand the important and specific role he/she plays individually and collectively to ensure that the wellbeing and safety of all participant and young people is at the forefront of all they do and every decision they make.

Safe code of conduct

Easy iCare Pty Ltd have developed the following code of conduct

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- Easy iCare Pty Ltd is committed to the safety and wellbeing of participant and participants.
- Our business recognises the importance of, and a responsibility for, ensuring our environment is a safe, supportive and enriching environment which respects and fosters the dignity and self-esteem of all people, and enables them to thrive.
- This Code of Conduct aims to protect both and participants and to reduce any opportunities for abuse or harm to occur. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, disability legislation, Department policy, policies and procedures and professional standards, codes or ethics as these apply to staff and other personnel. Easy iCare Pty Ltd management will support implementation and monitoring of the Code of Conduct, and will plan, implement and monitor arrangements to provide inclusive and safe environments.
- All staff, contractors, volunteers and any other community members involved in participant-related work are required to comply with the Code of Conduct by observing expectations for appropriate behaviour below. The Code of Conduct applies in all situations, including planned activities and in the use of digital technology and social media.

Acceptable behaviours

As staff, volunteers, contractors, and any community members involved in participant-related work individually, we are responsible for supporting and promoting the safety of participant by:

- Upholding the Easy iCare Pty Ltd' statement of commitment to child safety at all times [Including and adhering to the Easy iCare Pty Ltd Working with Children policy]
- Treating participant and participants plus their families with respect both within the environment and outside activities as part of normal social and community activities.

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- Listening and responding to the views and concerns of participant and participants, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child
- Promoting the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander students through interactions with their community leaders and members.
- Promoting the cultural safety, participation and empowerment of students with culturally and/or linguistically diverse backgrounds through engagement with the community accessing the service
- Promoting the safety, participation and empowerment of people with a disability
- Reporting any allegations of child or participant abuse or other child safety concerns to the manager.
- Reporting any allegations and incidents of violence, abuse, neglect, exploitation or discrimination are reported to Manager.
- Support and assist the person making an allegation
- Understanding and complying with all reporting or disclosure obligations (including mandatory reporting see Working with Children Policy and Procedure) as they relate to protecting participant from harm or abuse.
- Record any details of allegation or incident
- Maintaining the right to live in a safe environment through promoting and informing the participants of their rights.
- If abuse is suspected, ensuring as quickly as possible that the student(s) are safe and protected from harm.
- Providing autonomy is respected including the participant's right to intimacy and sexual expression.
- Identify self upon entering premises and using required identification.

Unacceptable behaviours

As staff, volunteers, contractors, and any community member involved in participant-related work we must not:

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- Ignore or disregard any concerns, suspicions or disclosures of abuse
- Develop a relationship with any participant that could be seen as favouritism or amount to 'grooming' behaviour (for example, offering gifts)
- Exhibit behaviours or engage in activities with participants which may be interpreted as abusive and not justified by the educational, therapeutic, or service delivery context
- Engage in behaviours that could be deemed as illegal or irresponsible for either the participant and/or worker. This includes but is not limited to illegal drug use involving buying, carrying or using illicit substances.
- Ignore behaviours by other adults towards young participants when they appear to be overly familiar or inappropriate
- Discuss content of an intimate nature or use sexual innuendo with participants, except where it occurs relevantly in the context of parental guidance, delivering the education curriculum or a therapeutic setting
- Treat a participant unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity.
- Communicate directly with an underage participant through personal or private contact channels (including by social media, email, instant messaging, texting etc) except where that communication is reasonable in all the circumstances, related to work or activities or where there is a safety concern or other urgent matter

Screening, supervising, training and HR practices to reduce the risk of child abuse

All staff will be required to undertake checks including both Police and/or Working with Children.

Easy iCare Pty Ltd has completed the following checks

- Working with children check .

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Strategies to identify and reduce or remove risks of child abuse

Easy iCare Pty Ltd recognise that creating a safe organisation begins with a clear understanding of the potential risks to participant and other participants in an organisation's setting – what could go wrong and what you can do to reduce or remove these risks. To reduce the likelihood of harm, Easy iCare Pty Ltd will consider, define and acted against its organisational risks.

This includes:

- Thinking about the organisation, its activities and the services it provides to participant and participants,
- Planning how to make activities as safe as possible,
- Develop a safety plan for individuals who require additional supports,
- Supporting participants with disabilities to understand plans and safety procedures in a manner that supports their understanding,
- Informing participants that have the right to live in a safe environment,
- Being proactive to reduce the likelihood of risks.

To report child abuse please go to Working with Children Policy and Procedure for this process.

REFERENCES

- United Nations Convention on the Rights of the Child 1989
- The National Framework for protecting Australia's Children
- NDIS Practice Standards and Quality Indicators 2018

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