

# Zero Tolerance Policy

## PURPOSE AND SCOPE:

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

## Description

Zero Tolerance:	<p>Aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse of people with disability.</p> <p>The aim is to assist service providers to develop positive organisational cultures and practices, and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS).</p>
Financial abuse:	<ul style="list-style-type: none"> <li>• The misuse of a person's assets, property, possessions and finances without their consent. It includes:             <ul style="list-style-type: none"> <li>• Denying a person with a disability, the use of their own assets, property, possessions and finances</li> <li>• Theft, fraud, exploitation and pressure in relation to assets, property, possessions and finances</li> <li>• Obtaining assets through deception.</li> </ul> </li> </ul>

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Author/Reviewer	Kerry Bolton (Safety & Compliance Manager)		
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	<p>This also includes financial abuse perpetrated by other people with a disability.</p>
<p>Emotional abuse:</p>	<ul style="list-style-type: none"> <li>• Actions or behaviours that reject, isolate, intimidate or frighten by threats, or the witnessing of family violence, to the extent that the person's behaviour is disturbed, or their emotional/psychological well-being has been, or is at risk of being, seriously impaired. This includes:             <ul style="list-style-type: none"> <li>• Rejecting, isolating, terrorising and ignoring behaviours</li> <li>• Denying cultural or religious needs and preferences</li> <li>• Emotional abuse perpetrated by other people with a disability</li> <li>• Where a person subjects another person to behaviour that may result in psychological trauma, such as bullying, harassment, humiliation and threats.</li> </ul> </li> </ul>
<p>Physical abuse:</p>	<ul style="list-style-type: none"> <li>• Actions that involve the inappropriate use of physical contact or force against a person. This includes:             <ul style="list-style-type: none"> <li>• Threats of physical abuse made to a person with a disability by another person.</li> <li>• Excessive use of physical force or restraint by a staff member.</li> </ul> </li> </ul> <p>Physical abuse perpetrated by other people with disability, as well as by caregivers or staff.</p>
<p>Sexual abuse:</p>	<p>Actual or attempted unwanted sexual actions that</p>

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	are otherwise forced on a person with a disability against their will or without their consent, through the use of physical force, intimidation or coercion.
Neglect:	The failure to care adequately for a person with disability to the extent that the health, well-being and development of the person is significantly impaired or at risk.

## COMMITMENT:

Easy iCare Pty Ltd is committed to all elements of the "Code of Conduct" for Disability Support Workers.

Easy iCare Pty Ltd will train staff in all elements of the Code of Conduct and ensure a Zero Tolerance approach is incorporated into practices.

## PROCEDURE

Easy iCare Pty Ltd recognises and follows the Code of Conduct for Disability workers. We will follow these guidelines as listed and ensure that Easy iCare Pty Ltd:

- Does not tolerate any form of abuse of people with disability by workers or other people with disability; they must promote zero tolerance of 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, so you can meet the needs of the people with

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disability whom you support (such assistance can be formal training, mentoring or on-the-job supervision).

- Acts on all reported cases of abuse or suspected abuse.
- Never takes negative 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 member 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 a disability 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 disability.

Easy iCare Pty Ltd informs their staff on the "Code of Conduct" for Disability Support Workers that imposes five obligations as listed below.

A disability service worker must;

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

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Easy iCare Pty Ltd will train staff to be able to understand and act on a Zero Tolerance approach and ensure that staff appreciates people with disability are people first, who have needs, aspirations, preferences and feelings.

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

- Easy iCare Pty Ltd 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). *Reporting to follow Child Safe Policy and Procedure*
- Easy iCare Pty Ltd will ensure that staff are informed that people with disability 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 disability to report sexual abuse and misconduct.

## RELATED DOCUMENTS

- Compliance Register
- Audit schedule
- Continuous Improvement Register

## REFERENCES

- Disability Discrimination Action 1992 (Commonwealth)
- Disability Amendment Act 2017
- Privacy Act (1988)
- Practice Standards NDIS

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