

PREVENTING AND RESPONDING TO THE ABUSE, NEGLECT, EXPLOITATION, AND DISCRIMINATION OF PEOPLE WITH DISABILITY



YellowBridge QLD Ltd is committed to preventing and responding to the abuse, neglect and exploitation of people with a disability and will:

- Ensure that the health, safety and wellbeing of clients provided with disability support is the paramount consideration in service provision; and that clients are provided with maximum protection from abuse, neglect and exploitation
- Promote a culture of no retribution in the case of reporting, including reporting of suspected or alleged abuse, neglect or exploitation or incidents suggestive of abuse, neglect or exploitation
- Ensure that there are systems to identify abuse, neglect or exploitation of service users including acting in accordance with the requirements of the NDIS Quality and Safeguards Framework (including the Reportable Incidents requirements), the Department of Communities, Child Safety and Disability Services' Critical Incident Policy and Child Safety Services reporting of child abuse procedures
- Take all reasonable steps to prevent and respond to all forms of violence against and exploitation, neglect and abuse of people with a disability
- Ensure timely, adequate and appropriate responses to incidents including the management of suspected or alleged violence, abuse, neglect, exploitation or discrimination which aligns with the NDIS Incident management and reportable incidents
- Ensure each participant is provided with information about advocates available to assist where allegations of Violence, Abuse, Neglect and discrimination have been made
- Foster best practice through ongoing systems review
- Promote an integrated, evidence-based approach to the prevention and identification of and response to abuse, neglect and exploitation, which is supported by ongoing and appropriate workforce development and training. The training includes developing understanding, creating awareness and strategies to incorporate in everyday practice
- Supports structure ensures that reasonable care is taken to avoid foreseeable risks without limiting the individual's freedom of choice.

Related Policies

- Confidentiality and Privacy
- Service Provision Policy
- Critical Incident Reporting Policy

Related Procedures

- All Disability Support Procedures

Related Documents

- Disability Services Act 2006
- Human Rights Act 2019 (QLD)
- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001:2016: Quality Management Requirements
- Human Rights of persons with disabilities

Supporting Information

- All Disability Support specific supporting information

Quality Framework References

- Human Services Quality Framework
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards
- Aged Care Act 1997

ISO 9001:2016 Quality Management Standards References

- 4 - Context of the organization
- 5 - Leadership
- 6 - Planning
- 7 - Support
- 8.4 - Control of externally provided processes, products and services



- 9 - Performance Evaluation
- 10 – Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer