

	<b>Policy Title</b>	<b>P001 - Abuse, Neglect, and Exploitation Policy</b>
	<b>NDIS Practice Standards</b>	<b>1, 2, 3 &amp; 4</b>
	<b>Aged Care Quality Standards</b>	<b>1, 2, 4, 6 &amp; 8</b>

## 1. POLICY PURPOSE

This Policy details Carers Link’s commitment to protecting its customers from any form of abuse, neglect and exploitation. Its purpose is to provide clear guidance to support staff and information to customers / their carers who seek information about how Carers Link prevents and monitors potential abuse, neglect and exploitation.

## 2. POLICY PRINCIPLES

Carers Link is committed to the principle that all people, including older people and people with disability, have a right to be respected for their human worth and dignity as individuals and to live lives free from abuse, neglect or exploitation

We demonstrate this commitment through:

- complying with relevant State and Commonwealth legislation, the NDIS Practice Standards and the Aged Care Quality Standards
- ensuring that the health, safety and wellbeing of all customers is the primary consideration in service provision
- ensuring all staff and Host Home contractors have been screened as required by the relevant government authorities
- ensuring all staff and Host Home contractors are adequately trained and aware of all Carers Link policies which support the prevention of customer abuse, neglect or exploitation
- implementing effective procedures to prevent, identify and respond effectively to suspected violence, abuse, neglect and exploitation
- ensuring that our customers are provided with information about independent advocacy services and government regulatory bodies
- ensuring that customers have knowledge of and access to Carers Link complaints management processes and are provided with the contact details of external bodies to whom they (or their carers) can report any alleged abuse, neglect or exploitation by our staff. Carers Link operates within a culture of ‘no retribution’ for reports of suspected or alleged abuse, neglect or exploitation or incidents suggestive of such
- regularly internally auditing staff knowledge of this Policy and reviewing the Policy annually, to ensure it remains current, effective and is consistently applied.

### 3. SCOPE

This Policy and its procedures applies to all Carers Link staff providing in-home support, support coordination or plan management to customers, as well as to Host Home contractors.

### 4. DEFINITIONS

**ABUSE**\_ is the violation of a person's human rights, through actions by another person, or persons. Abuse includes, but is not limited to the following:

- **Abuse through denial of access to legal remedies**\_ – denial of access to justice or legal systems that are available to other citizens and denial of informal or formal advocacy support requested by the individual or his/her carer or substitute decision maker
- **Chemical abuse**\_ – refers to any misuse of medications and prescriptions, including the withholding of medication and over-medication
- **Elder abuse** - any act occurring within a relationship where there is an implication of trust, which results in harm to an older person. Abuse may be physical, sexual, financial, psychological, social and/or neglect
- **Financial abuse** \_ – refers to the illegal or improper use of a person's property or finances or the withholding of another person's resources by someone with whom the person has a relationship implying trust.
- **Impairment of the Mind** – a person with a disability that is attributable to an intellectual, psychiatric, cognitive or neurological impairment or a combination of these which results in a substantial reduction of the person's capacity for communication, social interaction or learning..s216 of the *Queensland Criminal Code*)
- **Neglect** – A failure to provide care, aid or guidance to dependent adults or children by those responsible for their care
- **Physical abuse** \_ – any non-accidental physical injury or injuries to a child or adult, such as inflicting pain of any sort, or causing bruises, fractures, burns, electric shock, or unpleasant sensations (e.g. heat or cold) as well as restrictive practices which are not authorised by individual's positive behaviour support plan
- **Psychological or emotional abuse**\_ – verbal communication that is threatening or demeaning, threats of maltreatment, harassment, humiliation, intimidation, failure to interact with a person or to acknowledge the person's presence, or denial of cultural or religious needs and preferences
- **Sexual abuse** \_ – any sexual contact between an adult and a child 16 years of age or under; or any sexual activity with a person with impairment of the mind (as defined under 'Definitions' in the *Queensland Criminal Code* – see definition above). Sexual activity includes intercourse, genital manipulation, masturbation, voyeurism, sexual harassment, and also inappropriate exposure to pornographic media
- **Systemic Abuse**\_ – happens when structures, processes and practices within a service contribute to or result in abuse, or allow a situation to exist where abuse can continue to occur.
- **Unauthorised restraint, containment or seclusion** – can be types of abuse that involve taking away a person's rights, such as the right to move around or leave the house. It can also include unauthorised physical or mechanical restraint, where the free movement of the person is physically or mechanically restrained

**NEGLECT**\_ is the failure to provide the necessary care, aid or guidance to dependent adults or children by those responsible for their care. Neglect includes, but is not limited to the following:

- **Physical neglect**\_– failure to provide adequate food, shelter, clothing protection, supervision and medical and dental care, or to place persons at undue risk through unsafe environments or practices
- **Passive neglect**\_– the failure to fulfil care-taking responsibilities because of inadequate caregiver knowledge, infirmity, or the failure to implement prescribed services
- **Wilful deprivation**\_– wilfully denying a person access to medication, medical care, shelter, food, a therapeutic device or other physical assistance, thereby exposing that person to risk of physical, mental or emotional harm
- **Emotional neglect**\_– the failure to provide the nurturing or stimulation needed for the social, intellectual and emotional growth or wellbeing of an adult or child
- **Crimes of Omission** – negligence, i.e. the failure to act with the appropriate duty of care.

**EXPLOITATION**\_ is taking advantage of the vulnerability of an aged person or a person with disability in order to use them, or their resources, for another’s profit or advantage (e.g. financial abuse).

## **5. PROCEDURES FOR THE PREVENTION, IDENTIFICATION AND RESPONSE TO ABUSE, NEGLECT, or EXPLOITATION**

### **5.1 Staff Screening**

All new Carers Link staff who will have more than incidental contact with customers must receive clearances from Blue Card Services (in relation to working with children), the NDIS Worker Screening Card (for working with adults with disability) and National Criminal History screening (‘Police Checks’) for working with aged care customers. Applications will be completed at induction for workers who do not currently hold the clearances. Should a staff member not be able to pay for the clearance at the time of induction, Carers Link may pay for it and deduct the amount owing from the worker’s first pay.

Carers Link management needs to be aware of the requirements of the Carers Link Policy [P030 – Screening and National Police Checks Policy](#) before commencing screening. Once aware, the relevant Screening and Recruitment Guide ([G003\\_Staff](#), [G004–Trainees](#), and [G005–Host Home Contractors](#)) can be used to guide intake.

### **5.2 Staff Training**

It is Carers Link’s responsibility to ensure staff are trained in the administration of this Policy and its procedures.

This is done through:

#### **Induction Training**

All staff are provided with induction training that includes the requirements of this policy and its procedures. This training covers the different types of abuse and the tell-tale signs of abuse or neglect. The training also informs Carers Link staff about ways of preventing abuse, neglect and exploitation and how to report appropriately. A copy of this policy is included with information provided to inductees.

#### **Annual Training Plan**

Refreshers on this policy will be conducted at least annually. Staff are able to workshop scenarios and ask questions (observing their confidentiality obligations).

Staff are also trained on preventative measures, specifically reducing customer isolation, enhancing social connections and providing information about safe practices to Carers Link customers, in order to reduce their vulnerability to being abused, neglected or exploited.

Staff are trained to make a report if they are concerned that a person is experiencing isolation or is in an environment that could make them more vulnerable. Carers Link staff are trained in early intervention approaches where potential or actual abuse has been identified and know to act swiftly in line with this Policy.

### **Tailored training**

Carers Link's culture supports continuous learning and professional development to respond to the needs of our customers. The training calendar is adapted to changing need.

## **5.3 Information and Communication**

### **Staff Information**

In addition to the abovementioned training, Carers Link ensures that all staff are aware of this Policy through ongoing information sharing including through newsletters, email and regular supervision.

### **Customer Intake**

At intake, Carers Link customers are provided with copies of documents which describe their rights and responsibilities, complaints processes and information on appointing an advocate.

**Disability Support customers** receive the following relevant information in a customer pack (CH018) about their rights in relation to abuse, neglect and exploitation:

- Factsheet about National Disability Abuse and Neglect Hotline (G016)
- Carers Link's form: Comments, Compliments and Complaints (F005)
- Carers Link's Nomination of a Support Person / Advocate form – (F006)
- Aged and Disability Advocacy (ADA) Brochure
- Guidelines for Advocates – (G001)
- Privacy Consent Form (F008D)
- Privacy Collection Notice (T003)
- New Customer checklist (F009)
- Guardianship and Decision Making Form (F117)
- NDIS Code of Conduct (CH029)

**Aged Care customers** receive the following relevant information in a customer pack (CH019) about their rights in relation to abuse, neglect and exploitation:

- Carers Link's form: Comments, Compliments and Complaints (F005)
- Carers Link's Nomination of a Support Person / Advocate form – (F006)
- Aged and Disability Advocacy (ADA) Brochure
- Guidelines for Advocates – (G001)
- Privacy Consent Form (F008(A))
- Privacy Collection Notice (T003)

- New Customer checklist (F009)
- Aged Care Decision Making Form (F140)
- Elder Abuse Information Brochure
- Charter of Aged Care Rights Brochure (M014)
- Aged Care Customer Guideline – What Are Restrictive Practices? (G015)

## Website

A copy of this Policy and its procedures is available on the Carers Link website.

## Other Resources

Other relevant resources which can assist Carers Link staff in understanding their role in preventing, monitoring and reporting the possible abuse, neglect and exploitation of our customers can be found at the *References* section of this Policy.

### 5.4 Child and Youth Risk Management Strategy

In accordance with the [Working with Children \(Risk Management and Screening\) Act 2000](#) (the Act) Carers Link is required to have a written Child and Youth Risk Management Strategy (P026) to protect the children and young people who are supported by our organisation from harm.

This Strategy helps ensure our organisation is a safe and supportive service environment for children and young people, by identifying and minimising risks. Screening employees and volunteers through the blue card system is part of the risk management strategy.

### 5.5 Professional Boundaries

Carers Link is committed to ensuring staff actions do not lead to the exploitation of customers. Boundaries are put in place to protect their rights and safety.

Boundary breaches are of real concern, even those which have well-meaning intentions, as they can compromise a worker's reputation and integrity and place a customer in a more vulnerable position. For these reasons, all staff must adhere to their professional boundaries and report to management if a relationship becomes personal.

Examples of boundary breaches include:

- becoming personally involved with a customer or family member including friendships and sexual relationships
- developing an attraction to a customer or family member
- connecting with customers or their families on social network sites (e.g. Facebook)
- giving out their personal details such as phone numbers
- visiting customers outside of scheduled shift times
- accepting or asking for money, goods or gifts from a customer
- loaning or giving money, goods or gifts to a customer
- signing and completing a customer's personal documentation where there is no authority to do so
- purchasing items for the customer with the customer's (or your own) money without authorisation
- undertaking personal errands including personal shopping, while on community access outings with a customer
- using inappropriate language, flirting or sexual innuendo

- taking customers into their own homes (Host Home providers excepted).

**Accepting Money from Customers – One Exception**

One of the ways we prevent any accusations of our support staff accepting or asking for money from customers is to enforce and monitor a rule about the *only* time they may accept money from a customer. This is when the customer is unable to get out to buy essential grocery items such as toilet paper, bread, fruit or milk and gives a worker money to shop for them.

In these cases the support worker:

1. Takes the money and shopping list to the shop
2. Returns with the change, shopping list, groceries and receipt
3. Takes a photo of the receipt and places one in the customer’s in-home file and the other in their online file - the receipt provides proof that the correct change has been returned to the customer and the items requested on the list were purchased.

**5.6 Empowering Customers as a means of Preventing Abuse, Neglect and Exploitation**

- listen carefully to customers and take any concerns they raise seriously
- provide information to customers on self-advocacy and speaking up
- support decision making and risk enablement
- build community connections
- engage family, friends and advocates
- support access to a customer’s preferred communication methods.

**5.7 Identifying Abuse, Neglect or Exploitation**

The Identification of abuse, neglect or exploitation is not always easy so if you are unsure or have a bad feeling about a customer’s situation it is always best to speak with your supervisor immediately to determine the best way to proceed. The table below provides detailed information on what to look out for.

Type of Abuse	Description	Examples of Abuse	Behavioural Indicators & Physical Signs that abuse may be occurring
<b>Physical Abuse</b>	Any non-accidental physical injury. This includes inflicting pain, causing harm or injuries or bruises, fractures, burns, electric shocks or unpleasant sensations like heat or cold.	<p>Rough handling of a person while providing supports such as personal care or transfers.</p> <p>Hitting, smacking, biting, kicking, pulling limbs, hair or ears, striking with closed or open hand or with an implement</p> <p>Dragging, carrying or pushing people who do not want to be moved unless involuntary relocation is part of a</p>	<p>Inconsistent, vague or unlikely explanation for injury.</p> <p>Unexplained injuries such as broken bones, sprains, bruises, burns, bite marks, scratches or welts.</p>

Type of Abuse	Description	Examples of Abuse	Behavioural Indicators & Physical Signs that abuse may be occurring
		<p>behavior management plan or response to an emergency.</p> <p>Unauthorised physical restraint.</p> <p>Threats of violence.</p> <p>Leaving someone on the toilet too long or not taking them to the toilet when they need it.</p> <p>Bathing in water which is too hot or cold.</p> <p>Inappropriate administration of alcohol or other drugs.</p> <p>Applying inappropriate kinds of discipline, including withholding food or removing essential equipment.</p>	<p>Avoidance or fearful of a particular person or overly compliant</p> <p>Frequent and overall drowsiness</p> <p>Out of character aggression</p>
<b>Psychological / Emotional Abuse</b>	<p>Verbal assaults, threats of mistreatment, harassment, humiliation or intimidation. Failure to interact with a person. Denial of basic human rights like freedom of movement</p>	<p>Treating people in ways that deny them their dignity.</p> <p>Humiliating a person for losing control of their bladder or bowels.</p> <p>Denying cultural or religious rights such as serving pork to people of the Jewish or Muslim faith.</p> <p>Criticising, teasing, taunting, belittling, insulting, rejecting, ignoring or isolating a person.</p> <p>Shouting at &amp; bullying people</p>	<p>Depression, withdrawal, crying.</p> <p>Being secretive &amp; trying to hide information &amp; personal belongings</p> <p>Previously non-existent speech disorders – e.g stuttering</p> <p>Weight loss</p> <p>Low self-esteem, self destructive behavior</p> <p>Excessive compliance</p>
<b>Sexual Abuse</b>	<p>Any sexual contact between an adult and a</p>	<p>Displaying pornographic photos or literature.</p>	<p>Direct or indirect disclosure</p>

Type of Abuse	Description	Examples of Abuse	Behavioural Indicators & Physical Signs that abuse may be occurring
	<p>child under 16 or another adult who is unable to understand, has not given consent, is threatened or forced to engage in sexual behavior.</p>	<p>Indecent exposure</p> <p>Sexually explicit comments, inappropriate conversations of a sexual nature.</p> <p>Masturbation by a person in the presence of the victim or masturbation of the victim without consent</p> <p>Intercourse, cunnilingus or fellatio without consent</p> <p>Insertion of fingers / objects into vagina or anus without consent</p>	<p>Bruises, swelling, pain, bleeding, including around genitalia &amp; breasts.</p> <p>Torn or stained underwear or bedding</p> <p>Sleep disturbances. Refusing to go to bed or going to bed fully clothed</p> <p>Sudden changes in behavior or temperament</p> <p>Presence of a sexually transmitted disease</p> <p>Pregnancy</p>
<p><b>Unauthorised restraints &amp; restricted practices</b></p>	<p>Restraining or isolating an adult for reasons other than immediate safety or medical necessity.</p> <p>These practices are not considered abuse if they are applied under a Behaviour Support Plan</p>	<p>Prolonged use of physical restraints</p> <p>Inappropriate use of medication to control a person's behaviour (chemical restraint)</p> <p>Mechanical restraint – the inappropriate use of a device to restrict a person's free movement</p> <p>Psycho-social restraint – the use of verbal communications or threats which create fear &amp; restrain a person's behavior</p> <p>Seclusion – confining a person to a room or area</p>	<p>Broken or unmaintained aids or equipment that restricts a person's movement (e.g. uncharged battery on a wheelchair)</p> <p>Overdose of medication</p> <p>Locks on the outside of bedroom doors</p> <p>Locks on food pantries and refrigerators without a Restrictive Practice authorisation</p>
<p><b>Domestic Violence</b></p>	<p>A range of abusive behaviours perpetrated in the victim's home by a person well known to them</p>	<p>Any form of abuse which occurs in a person's home including physical abuse, sexual abuse, neglect, willful deprivation</p>	<p>Depression, withdrawal, crying</p> <p>Feelings of worthlessness about life &amp; self / self destructive behaviour</p>



Type of Abuse	Description	Examples of Abuse	Behavioural Indicators & Physical Signs that abuse may be occurring
			Extreme attention seeking / Excessive compliance
<b>Financial Abuse</b>	The improper use of or withholding of another person's assets	<p>Denying a person access to or control over their money when they have a demonstrated capacity to manage their own finances.</p> <p>Denying a person access to information about their personal finances.</p> <p>Taking a person's money or other property without their consent</p> <p>Forcing changes to wills or other legal documents. Using a person's banking cards without their authorization.</p> <p>Use of a person's belongings for personal use</p>	<p>Sudden decrease in bank balances</p> <p>No financial records of income &amp; purchases or incomplete records kept</p> <p>Person controlling finances does not have legal authority.</p> <p>Sudden changes in wills / other financial documents/ banking practices</p> <p>Unexplained disappearance of money or valuable possessions</p> <p>Person has insufficient money to meet budgetary needs</p> <p>Person is consistently denied outings or activities due to lack of funds</p>
<b>Systemic Abuse</b>	Failure by a service provider to recognise, provide or attempt to provide adequate or appropriate services, including services that are appropriate to the person's age, gender, culture, needs or preferences	<p>Service providers arriving late or leaving early without agreement</p> <p>Relevant policies and procedures are not implemented</p> <p>Customers are denied the option of making decisions that affect their lives</p> <p>Unacceptable staff attitudes have become normalised</p> <p>Lack of policy awareness &amp; inadequate staff training &amp; education</p>	<p>Lack of staff to provide necessary support</p> <p>Provision of care by a staff member with whom the customer feels uncomfortable or unsafe</p> <p>Ignoring a customer when they ask for help</p> <p>Intentionally making a person wait for help</p> <p>Providing physical care in a way that is unnecessarily rough or careless</p>

Type of Abuse	Description	Examples of Abuse	Behavioural Indicators & Physical Signs that abuse may be occurring
		<p>Not identifying and reporting suspected abuse &amp; neglect</p> <p>A person with disability is dependent on one person or service for all support</p> <p>Failure to provide adequate or appropriate services.</p>	

### 5.8 Carers Link’s Framework for Identifying Abuse

Carers Link has a number of strategies and procedures in place that help us identify a customer who may be experiencing abuse, neglect or exploitation. These include:

- risk assessments
- care plans
- weekly progress notes
- accessible complaints processes
- hazard/incident reports
- feedback opportunities
- customer surveys.

Carers Link reports, for example [F118 – Weekly Progress Notes](#) - explicitly ask if staff have any concerns about a customer’s safety or wellbeing. It is important that documentation is accurate and factual and reviewed by management on an ongoing basis.

Where it is identified that a person’s circumstances do put them at greater risk of abuse, neglect or exploitation, Carers Link’s management will work to mitigate those risks in consultation with carers (providing carers are not the potential source of abuse, neglect or exploitation) and the other providers in the customer’s support network.

### 5.9 Responding to abuse, neglect or exploitation

#### Receiving a disclosure of harm

When receiving a disclosure of harm from a customer staff should:

- remain calm and find a private place to talk
- take reports of abuse seriously
- don’t promise that you’ll keep the disclosure a secret; tell them they have done the right thing in telling you but that you’ll need to tell someone who can help keep them safe
- only ask enough questions to confirm the need to report the matter; probing questions could cause distress, confusion and interfere with any later enquiries, and
- do not attempt to conduct your own investigation or mediate an outcome between the parties involved.

### **If a staff member witnesses the physical abuse of a customer**

- If the customer is injured, the Carers Link staff member should support the person in seeking medical treatment in the first instance
- Where possible and safe to do so, the staff member should try to separate the customer from the person they witnessed committing the abuse
- Staff should ensure their own safety and the safety of others involved
- Provide trauma informed support
- Report the incident to the Chief Services Executive immediately as per 5.10 below.

### **5.10 Reporting Abuse, Neglect or Exploitation**

Should a Carers Link staff member be advised of, witness or suspect an incident of abuse, neglect or exploitation they are to report it immediately to the Chief Services Executive or person on-call. The Chief Services Executive is then required to follow the reporting procedures set out in the *P002 Incident Management Policy and Procedure*.

The Chief Services Executive will immediately report the incident as a critical incident to Child Safety, as required by the Department of Children, Youth Justice and Multicultural Affairs or as a reportable incident to the NDIS Quality and Safeguards Commission or appropriate regulatory body, as per the above Policy (P002)

In terms of possible abuse, neglect or exploitation of customers with disability the Chief Services Executive may wish to contact the National Disability Abuse and Neglect Hotline (1800-880-052) for advice.

- If the incident relates to family-based abuse of a child, the Chief Services Executive must report the incident to a [Child Safety Service Centre](#)
- Internal incident reporting should occur, regardless of the type of incident
- The Chief Services Executive may also make a report to Queensland Police Service (QPS) if the incident is of a criminal nature or if someone is in immediate danger

The Chief Services Executive will ensure guardians or substitute decision makers are informed of alleged or suspected instances of abuse, neglect and exploitation, unless the guardian or decision maker is the alleged or suspected perpetrator of the abuse, neglect or exploitation, in which case a decision on who to notify should be made on a case by case basis, always with the customer's safety as a priority.

### **Reportable Incidents involving Home Care Customers**

Although there are reportable incident obligations under the aged care Serious Incident Response Scheme (SIRS), these only apply to providers of residential aged care. While there are no mandatory external incident reporting requirements in relation to Home Care customers, if a Carers Link Lifestyle Support Worker suspects the abuse or neglect of a Home Care customer they are supporting, they should first discuss it discreetly with the customer. The customer should be advised about the *Reporting Elder Abuse in Qld* Hotline – 1300 651 192 if they wish to officially report abuse themselves.

This conversation must be followed by a discussion with the Chief Services Executive during which the LSW's concerns and the customer's response can be considered. The suspicions and their investigation should be recorded in the customer's online file.

If on available information, the Chief Services Executive believes the customer's next of kin / carer may be abusing or neglecting them, other support services accessed by the customer can be contacted for their views.

If suspicions remain that the customer is being abused and / or neglected and the customer has not reported it, the Chief Services Executive should report the suspected abuse to the Hotline.

The Chief Services Executive may also contact the Hotline for advice.

### **5.11 Protections and support for those reporting abuse, neglect or exploitation**

Any concerned person, including but not limited to, the person with disability, another customer, relative, friend, staff member or person from the community is able to make a report or an allegation of abuse, neglect and exploitation, without fear of retaliation or retribution.

Carers Link will:

- Offer debriefing and counselling to customers, carers and staff making reports, as required and
- Provide support referral and information for any concerned family members, friends, or carers.

### **5.12 Abandonment**

Staff members often drive a customer home after a period of care or an outing. If a carer who is supposed to be there to receive the person is not present, under no circumstances should the person be left alone. In such cases the staff member should:

- Call the office to report the incident
- Await instruction as the office staff try to locate the carer
- Keep the person calm and ensure safety
- As soon as practicable, document the incident in an [incident report form \(F003C\)](#)

Under no circumstances should a staff member take a customer to their own home unless they are a Host Home Contractor or have been given authorisation by the Chief Services Executive to do so.

When a family member or carer is contacted by the Carers Link office they may indicate that they are on the way but have been held up or they have authorised someone else known to the customer *and* Carers Link to do the handover /pick up until they arrive. Unless that other person is known to Carers Link, the customer should not be left with them.

If a carer fails to collect or is not present to receive a customer from our support worker within the agreed time and they advise that their intent is to no longer provide care for that customer, the customer may be considered 'abandoned'. This may also be referred to as 'relinquishing care'.

In such cases the abandonment needs to be reported immediately by the Chief Services Executive to the Child Safety Office as required by the Department of Children, Youth Justice and Multicultural Affairs (if a child or young person is involved) as a critical incident, to the Reporting Elder Abuse in Qld Hotline if a Home Care customer is involved or the NDIS Quality and Safeguards Commission as

a reportable incident when a customer with disability is involved. See [P002 - Incident Management Policy and Procedure](#) for full details.

Carers Link will follow the advice of the authorities on how they can best support the customer going forward.

### **5.13 Allegations of Abuse, Neglect or Exploitation against Carers Link Staff**

If there is an allegation of abuse, neglect or exploitation against a Carers Link staff member, that staff member will be stood down immediately while the allegation is investigated.

The allegation will be recorded in a F003C Incident Report Form, entered as a Complaint in the R001 – Corrective and Preventative Action Register and monitored as a priority by the Chief Services Executive and the Policy Contractor.

If the allegations are established as fact, the staff member will be terminated and reported to Police.

Customers who experience abuse, neglect or exploitation by a Carers Link staff member should be supported in their right to:

- report the abuse, neglect or exploitation to the appropriate authorities (the Aged Care Quality and Safety Commission, the NDIS Quality and Safeguards Commission, Child Safety and the Police) and where appropriate, to access the criminal justice system, without fear of retribution from Carers Link; and
- be assisted to access appropriate support services to deal with the effects of abuse, neglect and exploitation where appropriate.

## **6. REFERENCES**

[P002 - Incident Management Policy and Procedure](#)

[P003 - Complaints and Feedback Policy and Procedure](#)

[P026-Child and Youth Management Strategy](#)

[P030-Screening and National Police Checks Policy](#)  
[F003C - Incident Report Form-Customer](#)  
[F005 - Comment, Compliments & Complaints Form](#)  
[G003 - Staff Recruitment and Screening Guide](#)  
[G004 - Trainee Recruitment and screening guide](#)  
[G005-Host Home Recruitment and Screening Guide](#)  
[Police Certificate Guidelines for Aged Care Providers](#)  
[Zero Tolerance Framework](#)  
[NDIS Practice Standards](#)  
[NDIS Code of Conduct](#)  
[Charter of Aged Care Rights 2019](#)  
[Aged Care Quality Standards](#)  
[Preventing and Responding to Abuse, Neglect & Exploitation of people with disability-](#)  
<https://www.communities.qld.gov.au/disability-connect-queensland/preventing-responding-abuse-neglect-exploitation/responding-abuse-neglect-exploitation>

## **7. LEGISLATION**

[\*National Disability Insurance Scheme Act 2013 \(C'wlth\)\*](#)

NDIS Rules 2018 – legislative instruments which commenced under the *NDIS Act 2013*. They cover issues such as Restrictive Practices, Incident Management and Reportable Incidents, the NDIS Code of Conduct etc.

[\*Disability Services Act 2006 \(Qld\)\*](#)

[\*Child Protection Act 1999 \(Qld\)\*](#)

[\*Disability Services Regulation 2017 \(Qld\)\*](#)

[\*Aged Care Act 1997\*](#)

[\*Aged Care Quality and Safety Commission Act 2018 \(C'wlth\)\*](#)

[\*Aged Care Quality and Safety Commission Rules 2018 \(C'wlth\)\*](#)

[\*Working with Children \(Risk Management and Screening\) Act 2000 \(Qld\)Child Protection Regulation 2011\*](#)

[\*Qld Human Rights Act 2019\*](#)