

4.2	Reporting of Abuse or Neglect
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Applies to: All staff
Specific responsibility:

Version: 1
Date approved: Dec 14
Next review date: Dec 16

Policy context: This policy relates to	
Standards or other external requirements	Standard 1 Rights Standard 4 Feedback and Complaints
Legislation or other requirements	Disability Inclusion Act 2014

POLICY STATEMENT

PODC is committed to personal safety of clients and the right of people to live in dignity and security without fear of threat or harm and to be free from exploitation and abuse.

The organisation will:

- ensure the physical environment is safe
- conduct thorough screening of both staff and volunteers working with families.
- provide all staff with information and training on duty of care and management of reportable incidents.
- provide service users with pathways for complaints regarding mandatory reporting of abuse and neglect and exploitation from PODC staff or committee.

PROCEDURES

Training of Staff in Reporting of Abuse or Neglect

Management Committee and staff have a duty of care towards all service users and their families within Parents of Deaf Children.

Staff are to act in the best interests of the parent/ carer and their family. Induction training for all staff will include understanding and implementing PODC procedures on staff duty of care with regards to reporting of abuse or neglect. Training will include identifying serious incidents and the legislative and policy framework. It will train staff on the planning and executing of a PODC response to a serious incident including investigative principles and tactical issues. It will include the documenting of appropriate action taken.

PODC to outsource training of new staff to third party: Office of NSW Ombudsman. Training to be provided to new staff within 3 months of commencement.

1. Staff screening

Prior to commencing work with families, all staff and volunteers, will undergo a comprehensive screening process which will include police check, referee checks and interviews. The findings of the screening are to be documented in the personnel files of staff and volunteers. All staff and volunteers will participate in an induction program at commencement which will include training on complaints management and escalation of reportable incidents, including incidents involving abuse, neglect or exploitation.

2. Staff induction

Induction training for all staff will include:

- understanding and implementing PODC procedures with regards to reporting of abuse or neglect.:
- how staff can identify serious incidents and the legislative and policy framework.
- Planning and executing of a PODC response to a serious incident including investigative principles and tactical issues.
- Documenting of appropriate action taken, including the use PODC forms:PODC summary of reportable incidents and the PODC Incident Report form.
- Process for referral to other services that are appropriate for client needs.

PODC to use Office of NSW Ombudsman training courses that relate to this issue. Training to be provided to new staff within 3 months of commencement

3. Reporting to NSW Ombudsman

PODC must inform clients and have information available on the website regarding the rights of service users to complain to the NSW Ombudsman if they believe PODC has acted unreasonably:

- in the way they provide or manage a service to someone
- not providing a service to someone
- withdrawing or changing a service to someone
- providing a service to someone that you believe should not be getting it.

Service users can make a complaint to the NSW Ombudsman about the handling of an allegation of a child protection nature against a PODC employee (a 'reportable allegation').

4. Supporting a Client who reports abuse or neglect

Staff have a duty of care towards all service users of Parents of Deaf Children to provide support to them and to act in the best interests of the parent/ carer and their family if they report an incident that may involve abuse or neglect.

Staff to be trained at induction, on the process for supporting a service user who reports abuse or if a client is identified at being of risk of abuse or neglect or is deemed at risk of suicide or self harm. Induction training will include pathways for staff to keep service user safe from harm and to escalate concerns.

PODC12: Summary Chart of Reportable Incidents

PODC3 Incident report Form

PODC Referral Register

5. General Incident reporting

If an incident occurs PODC staff is required to fill out an incident report form and complete the incident report register. These details are then passed onto the president of PODC and decisions are then made to further investigate or not within 7 days of the incident occurring.

DOCUMENTATION

Documents related to this policy	
Related policies	PODC Service Charter and Clients Rights 1.1
Forms, record keeping or other organisational documents	Insurance details Summary Chart of reportable incidents – PODC12 Incident Register Incident Report Form – PODC 3 Incident Investigation Form – PODC4 Event risk management plan- PODC11

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Coordinator	President

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	April 2015	Anna Messariti, President 2014/5	April 2017
2			
3			