



## Client Safety Policy

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<b>Date</b>	Oct 2017	<b>Written by</b>	E. Introna
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### Purpose

To outline how all clients will have a safe and happy experience.

### Scope

Applies to all Your Plan Your Way staff, clients, and other stakeholders

### Policy

IntroConnect supports everyone to be safe, particularly children and those with disabilities/who are vulnerable. Each client will receive services and supports in a safe environment, free from discrimination, abuse, neglect or exploitation.

### Policy in Action

#### Participation

- Each client will receive services and supports in a safe environment, free from discrimination, abuse, neglect or exploitation.
- IntroConnect supports the active participation of all clients including children. We listen to all clients' views, respect what individuals have to say.
- Statement about decision making of clients.
- IntroConnect accepts and welcomes each individual client's choice to engage others for support and assistance. A clients' decision to have carers, family members, friends, or Advocates will be supported.
- All client meetings will take place in safe and appropriate locations as agreed with clients. These will meet all WHS requirements while also respecting client privacy.

#### Privacy

- IntroConnect will ensure each individual is kept safe and protected from harm by ensuring their right to privacy is maintained and respected. IntroConnect will ensure that details about clients personal lives are dealt with ethically and confidentiality in line with legislation.

## Recruitment

- IntroConnect will maintain a thorough recruitment, screening and selection process when hiring new staff, as outlined in our Human Resources Management Policy.
- This process includes interviews, reference checks, Police Checks and WWCC.

## Supporting Staff

- We promote respect, fairness and consideration for all staff, volunteers.
- All new staff receive an orientation to the organisation that includes the provision of this Client safety policy, Complaints Policy and all other policies.
- All staff, management, volunteers and contractors will be required to sign the Code of Conduct.
- Staff will be provided with appropriate training such as:
  - o SAFESpace – Child safe training for the disability sector ([www.kidguardian.nsw.gov.au](http://www.kidguardian.nsw.gov.au) )
  - o Child Safe eLearning ([www.kidguarding.nsw.gov.au](http://www.kidguarding.nsw.gov.au) )
  - o Human Rights in Disability Services (<https://www.carecareers.com.au/page/human-rights-course>

## Complaints

- Procedures for reporting incidents of alleged or known discrimination, abuse, neglect or exploitation.
- Notify the relevant authorities of the above. Check WWCC and Policy and NDIS and Vulnerable people.
  - o Criminal allegations, including abuse, neglect or exploitation will be reported to Police.
  - o Alleged or known discrimination, abuse, neglect or exploitation involving another service provider will be reported to the NSW Ombudsman.
  - o Alleged or known Discrimination will be reported to the Australian Human Rights Commission. [www.humanrights.gov.au](http://www.humanrights.gov.au)
- IntroConnect are Mandatory Reporters and as such are guided by the NSW [Mandatory Reporter Guide](#) (MRG). The MRG will be used if IntroConnect has concerns that a child or young person is at risk of being neglected or physically, sexually or emotionally abused.
- Intro Connect will support to any individual & their family who raises allegations of abuse, discrimination, neglect or exploitation. However, IntroConnect will also recognise the limitations of our roles and experience and will therefore also refer to appropriate supports such as counselling or support groups, as appropriate.

## Communication

- All staff will receive information about this policy during their orientation.
- This policy will be available on our website or by request of clients at any time.
- All new clients will provided with a copy of this Client Safety Policy in their New Client Information Kit.

## Resources

- [National Standards for Disability Services](#)
- Australian Human Rights Commission [www.humanrights.gov.au](http://www.humanrights.gov.au)
- NSW Ombudsman [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)
- Office of the Children's Guardian [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)
- Intellectual Disability Rights Service [www.idrs.org.au](http://www.idrs.org.au)
- Anti-Discrimination Board [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- Guardianship Division [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- NSW Trustee and Guardian [www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)
- Information and Privacy Commission [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)
- Care Careers Human Rights Training [www.carecareers.com.au/page/human-rights-course](http://www.carecareers.com.au/page/human-rights-course)
- Convention on the Rights of Persons with Disabilities refer to [www.un.org/disabilities/convention/conventionfull](http://www.un.org/disabilities/convention/conventionfull)

## Related Legislation

- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Carers (Recognition) Act 2010 (NSW)
- Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
- Crimes Act 1900 (NSW)
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014
- Disability Discrimination Act 1992 (Commonwealth)
- Guardianship Act 1987 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy Act 1988 (Commonwealth)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Public Health Act 1991 (NSW)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)

## Internal Resources:

- Mission, Vision & Values
- Code of Conduct
- Rights Policy
- Privacy & Confidentiality Policy
- Diversity Policy
- HRM Policy and Register
- Service Agreement
- New client Information Statement
- Consent to obtain/release information Statement