

Client Safeguarding and Incident Response Policy

Policy Statement

Parent to Parent Association Qld (P2P) is committed to promoting and protecting individual rights and maximising the choice and control people with a disability have in decisions about their lives.

As an NDIS service provider P2P is bound by the NDIS Code of Conduct for Workers and the NDIS Practice Standards and Quality Indicators which both cover issues of client safety. This policy outlines the role of safeguarding support and mechanisms to ensure the safety of adults, children and young people with a disability by guiding team members to support people to exercise their rights and have choice and control over their services.

Principles

- Undertake appropriate employee inductions and gain awareness and understanding about recognising and responding to abuse, neglect, harm, and exploitation of people with a disability.
- Provide information to people with a disability and families about the use of an advocate and facilitate the access to an advocate where allegations of violence, abuse, neglect, exploitation, or discrimination have been made via Service Agreement.
- Utilise P2P's incident management and safeguards procedure which includes reporting obligations and timeframes to respond to concerns of safety and risk for a participant.
- Ensure the privacy of information about suspected abuse, neglect, harm, and exploitation is maintained.
- Ensure employees are aware of and understand their reporting obligations.
- Have guidance in place for employees to raise their concerns and seek guidance regarding reporting obligations.
- Ensure obligatory reporting occurs within applicable guidelines and timeframes.
- Raise concerns with the CEO when it is identified that action is required to protect a participant.

Objectives

The objectives of this procedure are to promote and protect an individual's rights and maximising the choice and control people with a disability have to make decisions about their lives and have a safe and supportive environment to live and work.

P2P employees may also come into contact with children and young people and are required to fulfil any reporting requirements related to situations of significant harm.

Key steps

P2P employees will:

- Complete the NDIS Worker Orientation training
- Complete the P2P Induction material in relation to client safety.
- Read and understand the Staff Code of Conduct.

P2P Managers will:

- Maintain staff awareness of client safety issues.
- Ensure staff have completed relevant training around client safety and reporting processes.
- Lodge any relevant safety incident with the NDIS Commission within specified timeframes Maintain current knowledge of client safety issues.
- Monitor safety incidents lodged with the NDIS Commission and provide further information as applicable within timeframes.
- Investigate any complaints/inquiries about P2P staff behaviour or activities affecting client safety.
- Assess and discuss with the CEO any information regarding abuse or harm to a child or young person in terms of the necessity to make a formal report. The CEO will be the formal reporter of such incidents.
- Keep the CEO advised of any reported client safety incident.

Confidentiality

Confidentiality is vital in promoting the effectiveness of the procedure and all reasonable efforts, consistent with safety and legal requirements which cover situations of potential harm to people, must be made to maintain an individual's privacy. Information relating to an Individual will be transmitted, used and stored in a confidential manner.

We will only disclose personal information if required or authorised by law or where we reasonably believe the use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.

Consultation and Approval

P2P team members, board, and people with lived experience were consulted in the development of this policy and procedure. This policy has been approved for implementation.