



POLICIES AND PROCEDURES

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1. Purpose

The purpose of this Policy is to provide a safe and secure environment for all staff, volunteers and customers. The aim is to reduce the risk of Abuse occurring, and ensure that a caring and appropriate response is taken should Abuse occur.

2. Scope

This Policy applies to all Complete Nursing and Home Care activities. It forms part of Complete Nursing and Home Care's governance framework and applies to all employees, contractors and volunteers. Complete Nursing and Home Care is committed to training staff, volunteers and subcontractors in the policy content.

3. Obligations

1. The core expectations of Complete Nursing and Home Care as a responsible provider of care services is to treat all people with fairness and dignity and to care for those who are less powerful and in need of nurture and protection.
2. All relevant organisations within Australia are bound by Federal and State legislation and principles established through common law Complete Nursing and Home Care is committed to adhering to all relevant legislation.
3. Some actions may not be regarded as Abuse, but are unacceptable behaviour for Complete Nursing and Home Care. These include:
 - (1) Inappropriate conversation of a sexual nature
 - (2) Coarse language, especially of a sexual nature
 - (3) Suggestive gestures or remarks
 - (4) Jokes of a sexual nature
 - (5) Inappropriate touching
 - (6) Inappropriate literature
 - (7) Recording or filming with or without prior consent
 - (8) Acts of violence committed by a worker, Leader or Volunteer

Complete Nursing and Home Care will ensure that high standards of conduct are maintained at all times.

4. Selection and Screening

Employees, volunteers and contractors involved in any programs will be carefully screened. Prior to commencing employment the following precautions will be taken:

1. Criminal Background Check
2. Qualification Assessment
3. Yellow Card
4. Certification Working with Children Check
5. Minimum of 2 Work related Referees
6. Minimum of 2 personal referees.
7. Proof of Identity

5. Training

All new staff will be issued with a copy of this policy and receive formal training in:

1. The content and application of this policy
2. Reporting procedures and the associated legal requirements

Refresher training course based on current “best practice” and changes to legislation will be provided on an annual basis

6. Safe Environment

When transporting customers, staff will take them directly to and from arranged venues and will not spontaneously detour or make additional arrangements.

All personal counselling is to be carried out within sight of another worker.

Workers will respect a Customer’s feelings and privacy when engaging in physical contact of any kind.

Adults and Children are expected to respect each other’s privacy during times that require undressing, dressing or changing clothes. Workers will set an example by protecting their own privacy in similar situations. No Worker will be alone in a room with a Child or an Elderly or Vulnerable person while any/either is changing.

7. Reporting Procedure

Complete Nursing and Home Care actively encourages the reporting of all abuse including sexual abuse.

Complete Nursing and Home Care is committed to building an environment where either a victim or employee/volunteer feels able to report such abuse.

Employees and/or volunteers must report reasonable suspicions of abuse to the senior management of Complete Nursing and Home Care.

Reasonable Suspicion means fair and practical reason to believe an incident involving abuse has occurred based on either verbal communication, hearsay, rumour observation or behaviour.

An independent person will be appointed by Complete Nursing and Home Care with the specific duty of dealing with any allegations of harm or abuse that may arise.

The details of those reporting abuse will be kept private and confidential.

A documented reporting process with escalating procedures has been established by Complete Nursing and Home Care for handling allegations of abuse.

The escalating procedures will be as follows:

- The automatic suspension from all work or other duties within Complete Nursing and Home Care of any person while under investigation by Complete Nursing and Home Care, or by the police, for committing abuse;
- The automatic termination of their employment, or involvement with Complete Nursing and Home Care if found guilty of committing abuse, either by internal investigation or by a court.

If there is a reasonable suspicion that a Customer has been or is suffering abuse, the Police and Organisations insurer will be contacted immediately.

The Police will also be notified if a Customer discloses an incident of abuse that has occurred somewhere other than Complete Nursing and Home Care's premises, (e.g. an outing)

If a disclosure of abuse is made, the person who receives the disclosure will maintain appropriate pastoral care to the one making the disclosure.

This will include:

- Treating each allegation seriously and not attempting to deny the allegation or minimise its impact on the alleged victim. The matter should not be swept under the carpet.
- Not pushing the Customer to disclose details of the alleged assault or attempting to investigate the allegation.

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- Assuring the Customer that they are understood: that their disclosure is being taken seriously; that what has happened is not their fault, and that they are correct in disclosing the incident.
- Reporting the abuse to the police and Complete Nursing and Home Care's insurer
- Not making contact with the alleged perpetrator. If the Worker or Volunteer is already providing counsel to the alleged perpetrator, it may be advisable for another person to assume this responsibility for the duration of any investigation.
- If the alleged assault has taken place recently, clothing worn by the Customer should be, if reasonably practical, retained and handed to the police for forensic examination.
- Maintaining confidentiality.

8. Alcohol and Drugs

The consumption of alcohol or illegal drugs on Complete Nursing and Home Care's grounds or during an activity is not to be allowed or condoned by any worker. Any Customer found to be under the influence of alcohol or illegal drugs is to be counselled and family contacted.

Any Customer required to take prescription medication administered by a Worker, Volunteer or Leader, will provide a letter from their physician to Complete Nursing and Home Care.

9. Policy Governance

Management Team	Provides policy, oversight and review
Administration Officer	Oversees regular review of Policy
General Manager	Drives culture of Policy adherence and signs off on annual risk / hazard review
HR Manager	Ensure staff comply with policy and foster a culture where risks can be identified and escalated
WHS Committee	Continuously improving policy, strategy and supporting framework
Staff and Contractors	Comply with policies and procedures

Workplace participant acknowledgement

I acknowledge:

- *receiving the CNHC Policy;*
- *that I will comply with the Policy; and*
- *that there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.*

Name:

Signed:

Date:
