

Violence, Harm, Neglect, Exploitation and Discrimination

Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure

Important note: Information regarding our organisation reporting harm or risk of harm against children refer to the Working with Children Policy and Procedure.

1.0 Purpose

The purpose of this policy is to safeguard participants from all forms of violence, harm, abuse, neglect, exploitation and discrimination, and to ensure a safe, respectful and inclusive environment for all people receiving support.

SilaCa Tasmania Pty Ltd aims to provide supports and services that are trauma-informed, culturally safe, and responsive to the diverse needs and experiences of participants. We are committed to early identification of risk and to ensuring staff have clear, confident guidance when responding to concerns or disclosures of harm.

The policy is designed to promote prevention, ensure timely action when risks arise, and uphold the rights of participants to dignity, safety, choice and control, especially where vulnerability due to disability, age or circumstance increases the likelihood of harm.

2.0 Scope

The policy applies to all staff involved in delivering services or interacting with participants, including children, young people, and adults with disabilities.

3.0 Definitions

Term	Definition
Safeguarding	Actions and practices that ensure people with disability are safe from harm, abuse, exploitation, neglect, and violence while respecting their dignity and rights
Dignity of Risk	The right of individuals to make their own choices and take risks that may involve failure or harm, as part of living an independent and fulfilling life
Abuse and neglect	Any behaviour outside the norms of conduct entails a substantial risk of causing physical or emotional harm to a person. Such behaviours may be intentional or unintentional and

Term	Definition
	can include acts of omission (i.e. neglect) and commission (i.e. abuse).
Discrimination	Discrimination is treating or proposing to treat someone unfavourably because of a personal characteristic protected by the law, including bullying someone because of a protected characteristic.
Exploitation	Exploitation is the action or fact of mistreating someone to benefit from their work or the action of making use of and benefiting from resources.
Violence	Violent behaviour by a person towards another can include abusive behaviour that is physical, sexual, intimidating and forceful.
Harm	Harm will be taken to be a reference to physical harm or psychological harm (whether caused by any act or omission) and includes such harm caused by sexual, physical, mental or emotional abuse or neglect.

3.1 Types of abuse

Term	Signs and symptoms	Causes
Physical harm	Bruising, lacerations, welts, rashes, broken or healing bones, burns, weight loss, facial swelling, missing teeth, pain or restricted movements, crying, acting fearful, agitation, drowsiness, hair loss or poor physical well-being.	Hitting, slapping, pushing, punching or burning entails an incident that is non-accidental, resulting in pain or injury.
Psychological/ emotional harm	Loss of interest in self-care, helplessness, withdrawal, apathy, insomnia, fearfulness, reluctance to communicate openly, choosing not to maintain eye contact, paranoia and confusion.	Intimidation, humiliation, harassment, threatening, sleep deprivation, withholding affection, or not allowing them to maintain their decision-making powers leads to a repeated pattern.

Term	Signs and symptoms	Causes
Sexual abuse	knowing more about sexual activities than other children their age, playing sexually, masturbating more than what's typical for their age and stage of development, refusing to undress for activities or wear additional layers of clothing, having bruising, bleeding, swelling, tears or cuts on their genitals or anus, having unusual vaginal odour or discharge, having itching or pain in the genital area, difficulty going to the toilet, walking or sitting, having a sexually transmitted disease or urinary tract infection, having torn, stained or bloody clothing, especially underwear, being afraid of being alone with a particular person or going to a particular place, becoming withdrawn, unusually reactive or begins displaying high-risk behaviours (including substance misuse), being frequently depressed, feel suicidal or attempt suicide, creating stories, poems or artwork about abuse, Having problems sleeping or starts having nightmares, Starting to wet the bed or soil themselves.	The involvement of dependent, developmentally immature children and adolescents in sexual activities which they do not fully comprehend, are unable to give informed consent to and that violate social taboos of family roles.
Neglect	Neglect is poor hygiene or personal care, unkempt appearance, lack of personal items, absence of health aids,	Neglect is the intentional failure to provide basic life necessities.

Term	Signs and symptoms	Causes
	weight loss, agitation, inappropriate clothing or lack of food.	
Domestic and family abuse	Any controlling, bullying, threatening or violent behaviour between people in a relationship, including emotional, physical, sexual, financial or psychological abuse.	Many experts believe in psychopathology. Witnessing abuse as the norm, or being abused, destroys the child's ability to trust others and undermines their ability to control emotion.
Financial harm	Unexplained money loss, lack of money to pay for essentials such as rent, bills and food, Inability to access or check bank accounts and bank balance, changes or deterioration in standards of living, e.g. not having items or things they would usually have, Unusual or inappropriate purchases in bank statements, Isolation and withdrawal from friends and family, Lack of things you'd expect someone to be able to afford, e.g. TV, grooming items, clothing	Financial abuse is when someone takes away access to money, manipulates their financial decisions, or uses their money without consent. It occurs when someone uses money or things relating to money to hurt, scare or control someone.
Grooming	Being very secretive about how they're spending their time, including when online, having money or new things like clothes and mobile phones that they can't or won't explain, depression and or anxiety, underage drinking or drug taking.	Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them.

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to preventing and responding to all forms of violence, abuse, neglect, exploitation and discrimination. This includes promoting a culture where harm is never tolerated, participants' rights are respected, and concerns are taken seriously and acted upon promptly.

All actions under this policy are guided by the NDIS Practice Standards, the NDIS Code of Conduct, the NDIS Quality and Safeguarding Framework, and the NDIS (Incident Management and Reportable Incidents) Rules 2018.

SilaCa Tasmania Pty Ltd adopts a zero-tolerance approach and will:

- Take preventative, proactive and inclusive measures to identify and reduce risks of harm
- Respond to all disclosures, signs or suspicions of abuse with urgency, compassion, and adherence to mandatory reporting obligations
- Ensure all staff receive ongoing training in participant safeguarding, trauma-informed care, culturally responsive practice, and professional boundaries
- Support participants to express concerns, understand their rights, and access advocacy, complaint and protective pathways
- Prioritise safety over convenience, and dignity over risk aversion
- Immediately report serious concerns to emergency services (Police on 000), and to relevant state-based child protection or adult safeguarding authorities
- Treat harm, abuse and neglect as reportable incidents under the *Reportable Incident, Accident and Emergency Policy and Procedure*
- Share information lawfully and ethically to ensure participant safety, in line with privacy and confidentiality obligations
- Work with families, carers and advocates in a respectful and inclusive way that places participant safety and wishes at the centre

Common risks for participants may include, but are not limited to:

- Domestic and family violence
- Physical, sexual or emotional abuse
- Neglect of basic needs
- Exploitation (including financial or labour-related)
- Discrimination based on disability, culture, gender identity or other attributes

Where participants choose to disclose past or current abuse, our staff will respond with belief, support, and trauma-informed care. All actions will be documented and reviewed as part of our commitment to continuous improvement.

4.1 Statement of commitment to safety

SilaCa Tasmania Pty Ltd is committed to the safety and well-being of all participants. This commitment is the primary focus of our support and decision-making. SilaCa Tasmania Pty Ltd is committed to providing a safe environment where participants are safe and their voices are heard and included in decisions that affect their lives. Attention is paid to the cultural safety of participants from culturally or linguistically diverse backgrounds.

All staff members are responsible for understanding the critical and specific role they play, individually and collectively, to ensure the well-being and safety of all participants, and young people are at the forefront of all they do and every decision they make.

4.2 Safe Code of Conduct

SilaCa Tasmania Pty Ltd is committed to the safety and well-being of participants. Our business recognises the importance of, and responsibility for, ensuring our environment is a safe, supportive and enriching environment that respects and fosters the dignity and self-esteem of all people, enabling them to thrive.

The Safe Code of Conduct protects our employees and participants and reduces abuse or harm opportunities. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, disability legislation, policies and procedures, and professional standards and codes of ethics that apply to all staff.

The Safe Code of Conduct must be read alongside the NDIS Code of Conduct and SilaCa Tasmania Pty Ltd's Zero Tolerance Policy. All staff must comply with their obligation to report any incident of abuse, neglect, violence, exploitation, and discrimination immediately.

SilaCa Tasmania Pty Ltd management supports implementing and monitoring the Code of Conduct. We will plan, implement and monitor arrangements to provide inclusive and safe environments.

All staff, volunteers, and other community members involved in participant-related work must comply with the Code of Conduct by observing appropriate and acceptable behaviour (see '4.3 Acceptable behaviours' below). The Code of Conduct applies in all situations, including planned activities, digital technology, and social media.

4.3 Acceptable behaviours

Staff or any other persons involved with participant-related work are responsible for supporting and promoting the safety of participants by:

- upholding SilaCa Tasmania Pty Ltd's Statement of Commitment for the participant's safety
- treating the participant, their family and advocates with respect within the environment and during outside activities as part of everyday social and community activities

- listening and responding to the participant's views and concerns, particularly if:
 - they are reporting that they or another person have been abused; or
 - that they are worried about their safety or the safety of another participant
- promoting cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander people through interactions with their community leaders and members
- promoting the cultural safety, participation and empowerment of people with culturally or linguistically diverse backgrounds through engagement with the community accessing the service
- promoting the safety, participation and empowerment of people with disabilities
- reporting any allegations of harm, risk of harm and abuse or personal safety concerns to management, who must contact the relevant state authority (for children, see Working with Children Policy and Procedure)
- understanding and complying with all reporting or disclosure obligations (including mandatory state reporting) as they relate to protecting the participant from harm or abuse
- maintaining the right to live in a safe environment by promoting and informing the participants of their rights
- ensuring participants are safe and protected from harm as quickly as possible once harm, risk of harm or abuse is suspected
- identifying themselves to the participant upon entering the premises and showing any required identification

4.4 Unacceptable behaviours

As front-line workers, volunteers and community members involved in participant-related work, our staff will not:

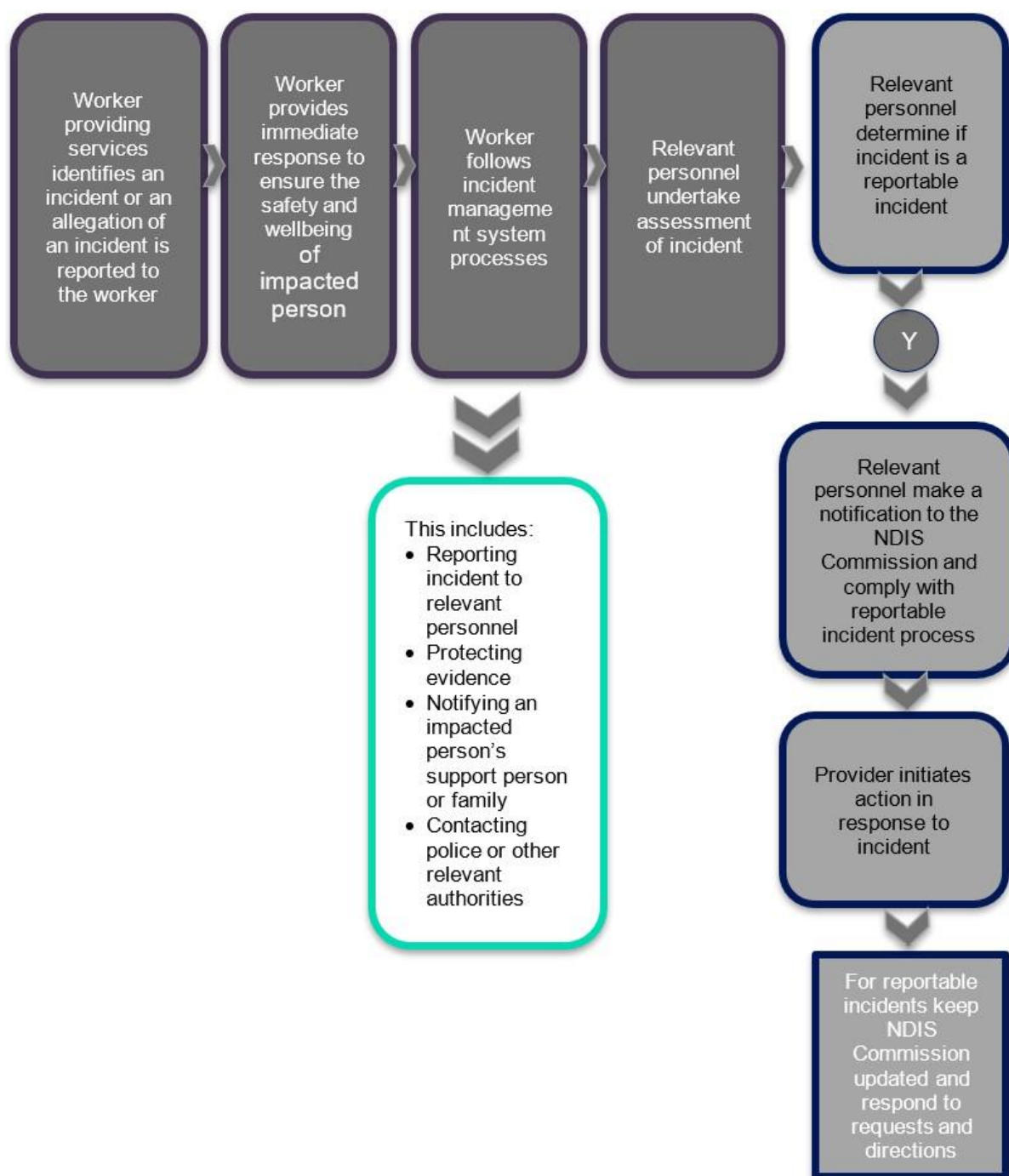
- ignore or disregard any concerns, suspicions or disclosures of abuse
- develop a relationship with any participant that could be viewed as favouritism or grooming behaviour, e.g. offering gifts
- exhibit behaviours, or engage in activities with participants that can be interpreted as abusive, harmful and unjustifiable in an educational, therapeutic or service delivery context
- ignore behaviours by other adults toward young participants when they are overly familiar or inappropriate
- discuss the content of an intimate nature or use sexual innuendo with participants, except where it occurs relevantly in the context of parental/advocate guidance or a therapeutic setting
- treat a participant unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity
- communicate directly with an underage participant through personal or private contact channels, e.g. social media, email, instant messaging or texting, except where that communication is reasonable in all the circumstances related to work or activities, safety concerns or other urgent matters

4.5 Screening, supervising, training and human resource practices to reduce risk

Our staff will be required to undertake disability worker checks, relevant police, working with children checks and the mandatory NDIS Worker Orientation Module. All records will be maintained in their personnel file.

5.0 Procedure

Figure 1 Steps in Incident Management (Incident Management Systems – detailed guidance for NDIS Providers June 2019. Please note: any harm or reasonable suspicion of harm, abuse or neglect to children must be reported to the state authorities (see Working with Children Policy and Procedure).



5.1 Strategies to identify and reduce or remove the risk of harm

SilaCa Tasmania Pty Ltd recognise that creating a safe organisation begins with a clear understanding of the potential risks to the participant and staff in our organisation's setting. SilaCa Tasmania Pty Ltd will identify possible issues and problems and plan to reduce or remove these risks. Risk identification will include consideration of cultural, linguistic, and trauma-informed needs of participants, including Aboriginal and Torres Strait Islander participants, CALD backgrounds, and people with complex needs.

To reduce the likelihood of harm, SilaCa Tasmania Pty Ltd will consider, define and act against its organisational risks. These strategies include:

- considering the organisation, activities and services provided to participants
- reviewing and planning how to make all activities as safe as possible
- developing a safety plan for participants who require additional supports
- supporting participants with disabilities to understand plans and safety procedures using appropriate communication methods
- informing participants that they have the right to live in a safe environment
- acting proactively to reduce the likelihood of any risks

5.2 Reporting violence, abuse, neglect, exploitation and discrimination

A report must be made if:

- a participant shows a change in behaviour or mood, which may indicate they are being abused
- someone is observed behaving toward a participant in a way that makes others feel uncomfortable
- a participant advises another person is abusing them
- a person advises that they are abusing another participant
- a participant or visitor informs that they have observed abusive or harmful acts
- a participant advises that they feel discriminated against, e.g. language and actions
- a participant presents as unkempt or seeking food
- there is evidence of unexplained bruising or similar
- an action or inaction is witnessed that may be considered abusive, harmful or at risk of harm
- when an individual, for any reason, believes a participant is being abused

Any person making a report of harm, abuse, or neglect is protected from retaliation under SilaCa Tasmania Pty Ltd's Whistleblower Protection Policy. Reports can be made anonymously if preferred. Staff have a duty of care to report concerns under NDIS obligations.

Failure to report an abusive, harmful or risk of harm situation may result in a criminal offence. Reporting procedure below relates to the following:

- abuse or neglect of a person with a disability (including harm and risk of harm for those under 18s)
- unlawful sexual or physical contact with, or assault of, a person with a disability
- sexual misconduct, committed against, or in the presence of, a person with a disability, including grooming for sexual activity
- Unauthorised use of restrictive practices to a person with a disability

5.3 Assault identification and response

Step 1. Identified potential or real risk of harm to a participant

- Inform management of the identified or actual risk of violence, abuse, neglect, exploitation and discrimination.
- If a real risk has occurred, SilaCa Tasmania Pty Ltd will follow the reporting procedure listed below in 5.4 How to report (for more information, refer to the Reportable Incident, Accident and Emergency Policy and Procedure listed below).
- Steps 2 to 4 (below) will be followed as part of our prevention strategies if a real risk has not occurred.

Step 2. Response to a potential or real risk of harm to a participant

- Delegated management officer will contact the police or governing state body, or in case of emergency, we will call 000 (follow the reportable incident process listed below)
- Support the participant by offering to contact relevant support persons (e.g. family member or advocate)
- If the risk of harm has not occurred, then management should review the Incident Report and determine prevention strategies

Step 3. Documentation

- Reporting staff member to complete the Incident Report.
- The Manager will complete the Incident Investigation Form and the Incident Investigation Form Final Report (as required).

Step 4. Follow up

- The Manager will check on the participant after the event to ensure they receive any required support.
- SilaCa Tasmania Pty Ltd will review our incident management system to identify if any additional preventative measures could be introduced to improve organisational practices.
- SilaCa Tasmania Pty Ltd will train our staff as required to prevent harm to the participant.

5.4 Reporting roles

The organisation will establish the following roles and ensure that allocated staff are aware of their responsibilities:

1. Approved Reportable Incident Approver responsibilities:
 - the authority to review reports before submission to the NDIS Commission.
 - submits new reportable incidents.
 - views previous reportable incidents submitted by their organisation.
2. Authorised Reportable Incidents Notifier responsibilities:
 - supports the Authorised Reportable Incident Approver to collate and report the required information.
 - creates new reportable incident notifications to be saved as a draft for review and submission by the Authorised Reportable Incident Approver.
3. Mandated notifier responsibilities for children (see Working with Children Policy and Procedure).

5.5 How to report

The Manager will review the information and contact the police immediately to inform them of the suspected abuse.

For Module 2A implementing providers, unauthorised use of a restrictive practice constitutes a reportable incident. The provider must notify the NDIS Commission within five business days of becoming aware of the use.

Reportable incidents are submitted via the NDIS Commission Portal - [My Reportable Incidents](#) page as follows:

1. Complete an Immediate Notification Form and submit it within 24 hours:
 - Approved Reportable Incident Notifier will create for approval.
 - Approved Reportable Incident Approver will approve and submit.

Note: Approved Reportable Incident Notifier may create and submit as required by the circumstance of the incident. The participant's valid NDIS Number must be entered.

2. The 5-day Form is to be completed within five days of key stakeholders being informed of an incident:
 - Approved Reportable Incident Notifier will create a form for approval.
 - Approved Reportable Incident Approver will approve and submit.

Note: Approved Reportable Incident Notifier may create and submit as required by the circumstance of the incident.

3. A final report will be submitted if requested by the NDIS Commission.
 - Approved Reportable Incident Notifier will create for approval.
 - Approved Reportable Incident Approver will approve and submit.

Note: Approved Reportable Incident Notifier may create and submit as required by the circumstance of the incident.

5.5.1 Timeframes for notifying the NDIS Commission about reportable incidents

When a reportable incident occurs or is alleged in connection with the NDIS supports or services you deliver, you must notify us using the [NDIS Commission Portal](#) within the required timeframes (set out below). The timeframes are calculated from when a registered NDIS provider became aware that the incident occurred or was alleged to have occurred.

Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of the restrictive practice to a person with disability if the use is not following a required state or territory authorisation and/or not under a behaviour support plan	Five business days

5.6 Details to provide

The Manager will give the following information to the authorities:

- participant's name, age, date of birth and address
- description of injury, harm, risk of harm, abuse and neglect (outline current and previous)
- participant's current situation

- location of the participant and alleged perpetrator, if known
- explanation of when and how harm, risk of harm or abuse was discovered and by whom.

Note: NDIS forms must be submitted to the NDIS Commission. The required police contact will also use the above information if investigating an incident.

5.7 Investigating allegation or incident

An investigation is guided by relevant authorities such as the Police, NDIS and state reporting body for children (refer to Working with Children Policy and Procedure) to ensure that the internal investigation does not inadvertently affect the outcome of their investigation.

The Manager undertakes a review of the allegation or incident by:

- gathering data from the relevant person/s
- analysing the situation to determine what occurred, how it occurred, and the parties involved
- determining the effect on the participant/s
- consulting with relevant stakeholders; never seek information that may guide the participant, as this requires a specialist. Appropriate authorities will conduct any questioning once the incident is reported
- informing the participant or their family that they have access to a support advocate
- reviewing the outcome against practices
- undertaking action to prevent the incident from being repeated

5.8 Support the participant

Reported allegations or incidents require the Manager to gather all the relevant information and make a report to the relevant authority, such as the police or via each state's reporting process.

Support will be provided to the participant relevant to the allegation or incident. The participant will be provided with an appropriate advocate if required.

5.9 Documentation

- Record all allegations and incidents in the Incident Register.
- Complete the Incident Report and Incident Investigation Form
- Complete the Incident Investigation Form, if required.
- All reports are to be included in the participant's file.
- Complete the Immediate Notification Form and 5-Day Form, and NDIS Report, as required.
- Maintain records for seven years.

6.0 Related documents

- Authority to Act as an Advocate Form
- Code of Conduct Agreement
- Incident Investigation Form
- Incident Investigation Form Final Report
- Incident Report
- Incident Register
- Participant Notes
- Risk Assessment Form
- Risk Management Plan Register
- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Reportable Incident, Accident and Emergency Policy and Procedure
- Working with Children Policy and Procedure
- Zero Tolerance Policy and Procedure
- Participant Safeguarding Policy
- Privacy and Dignity Policy and Procedure
- Complaints and Feedback Policy and Procedure

7.0 References

- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- The National Framework for Protecting Australia's Children
- United Nations Convention on the Rights of the Child 1989
- NDIS Code of Conduct (2018)
- NDIS Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- Australia's Disability Strategy 2021–2031

Participant Safeguarding Policy

1.0 Purpose

The purpose of this policy is to ensure that all participants supported by SilaCa Tasmania Pty Ltd are safe, respected, and empowered to make their own decisions, while exercising choice, control and the dignity of risk.

SilaCa Tasmania Pty Ltd recognises that safeguarding is not only about protecting individuals from harm, but also about promoting independence, autonomy, and access to community life on equal terms. This includes ensuring the environment, relationships and services provided are trauma-informed, culturally safe, and inclusive of participants' identity, goals, and experiences.

Our safeguarding approach is designed to:

- Strengthen how we support people with disability, their families, and their informal support networks to create, maintain, or strengthen safeguards.
- Improve our capacity to proactively identify, assess, and respond to risks of harm or exploitation.
- Define clear roles and responsibilities within our organisation regarding participant safeguarding.
- Ensure accessible safeguarding resources and communication for both participants and staff.

2.0 Scope

This policy applies to all staff and others providing services or support to participants on behalf of SilaCa Tasmania Pty Ltd.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to providing services in a way that ensures participants are safe from harm and are supported to build safeguards that reflect their values, goals, and individual needs. We recognise safeguarding as a shared responsibility between the organisation, staff, the participant, their informal supports, and the broader community.

All safeguarding actions will be guided by the following national frameworks and requirements:

- NDIS Practice Standards and Quality Indicators 2021
- NDIS Code of Conduct 2018
- NDIS Quality and Safeguarding Framework
- NDIS (Incident Management and Reportable Incidents) Rules 2018

SilaCa Tasmania Pty Ltd adopts a zero-tolerance approach to all forms of violence, abuse, neglect, exploitation and discrimination.

We are guided by the six key principles outlined in the NDIS Safeguarding Framework:

1. **Safety culture** – promoting open communication, accountability, and transparency
2. **Empowerment** – enabling participants to speak up and take control
3. **Individual circumstances** – tailoring safeguards to participant needs and context
4. **Proactive support** – implementing safeguarding actions before harm occurs
5. **Dignity of risk and informed decision-making** – supporting autonomy while managing risk
6. **Informal support networks** – recognising the importance of trusted relationships in safety

To uphold these principles, SilaCa Tasmania Pty Ltd will:

- Conduct mandatory pre-employment screening, including police checks and Working with Children Checks, and renew these annually.
- Ensure all workers understand and meet their obligations under the NDIS Code of Conduct.
- Operate a safeguarding system integrated with our Risk Management, Incident Management, and Continuous Improvement systems.
- Promote risk awareness and shared decision-making with participants through person-centred planning.
- Support participants to develop their own safeguarding strategies, including linking to natural supports and community connections.
- Offer training and capability-building for both staff and participants to reduce vulnerability to harm.
- Encourage open reporting and continuous review through our Incident Management System.
- Ensure that all incidents involving violence, abuse, neglect or exploitation are treated as reportable incidents and managed in accordance with our *Reportable Incident, Accident and Emergency Policy and Procedure*.

We will work with participants to tailor safeguards that meet their cultural, communication and accessibility needs, and will always seek to involve them in decisions about how risks are managed and safety is promoted.

4.0 Procedure

SilaCa Tasmania Pty Ltd will implement this policy through the four key focus areas:

- 1) Proactive approach to identifying, assessing, and managing risks through our risk management and incident management policy and processes.
- 2) Developing workforce capability by ensuring our Recruitment and Selection, Staff Training and Human Resources Policies and processes:

- a. select workers with the right skills and knowledge to support people with disability,
 - b. undergo all checks required including police and working with children,
 - c. have monthly training to keep them updated on skills and knowledge required to support people with a disability.
- 3) Working with people with disability to proactively develop safeguards through:
- a. regular communication channels such as Participant Information Manuals and
 - b. six monthly plan meetings
 - c. Risk, Incident and Quality management processes
- 4) Effective corrective measures in response to incidents through:
- a. Ensuring staff are trained to assist participants to:
 - i. know what they might be at risk of
 - ii. think about if they are at risk
 - iii. manage risks
 - b. Including networks in the community to support participants to know who they can contact and what to do before they are needed
 - c. Assist participants if anything goes wrong by ensuring we have sufficient support processes and policies in place and staff trained to manage these

All safeguarding concerns, including suspected abuse, neglect, or exploitation, must be treated as reportable incidents and managed in accordance with the Reportable Incident, Accident and Emergency Policy and Procedure When identifying, assessing, and managing risks, SilaCa Tasmania Pty Ltd will:

- Use trauma-informed and culturally safe approaches tailored to the participant's background, culture, and identity.
- Involve participants, families, and advocates in planning their safeguards.
- Respect participant dignity of risk, while applying safeguards to prevent harm wherever possible.
- Train staff on recognising and responding to safeguarding concerns, including their mandatory reporting obligations under the NDIS (Incident Management and Reportable Incidents) Rules 2018.

5.0 References

- NDIS Code of Conduct (2018)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Quality and Safeguarding Framework
- Australia's Disability Strategy 2021-2031
- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS Practice Standards and Quality Indicators (2021)
- United Nations Convention on the Rights of Persons with Disabilities
- www.ndis.gov.au/participantsafeguarding
- www.ndis.gov.au
- Participant Safeguarding Policy Implementation Plan (NDIS)
- Participant Safeguarding Policy Easy Read

6.0 Definitions

Term	Description
Safeguards might include:	• getting support to make decisions. • building relationships with people who can help. • learning how to stay safe, using accessible information.
Accessible information	When information is accessible, it is easy to: • find and use. • understand.
Support network	A support network is all the people who support people with disabilities to use safeguards
Dignity of Risk	The right of participants to make their own decisions and take risks as part of leading an independent and fulfilling life, even if this includes the possibility of failure
Violence	when someone hurts you
Abuse	when someone treats you badly
Neglect	when someone is not helping you the way they are supposed to
Exploitation	Taking advantage of a person for personal gain, including through financial, sexual, emotional, or other forms of abuse or manipulation

Working with Children Policy and Procedure – Tasmania

1.0 Purpose

The purpose of this policy is to ensure that children and young people supported by SilaCa Tasmania Pty Ltd are safe, respected, and protected at all times. It outlines organisational responsibilities when supporting participants under the age of eighteen and sets expectations for all staff working in roles involving children.

This policy reflects our commitment to building a child-safe culture that values participation, fosters trust, and prevents harm. It promotes the right of all children and young people to feel safe, to be heard, and to grow in an environment that is protective, inclusive, and free from violence, abuse, neglect, exploitation, or discrimination.

2.0 Scope

The policy applies to all staff at SilaCa Tasmania Pty Ltd who work with children and young people in risk-assessed roles across Tasmania.

3.0 Policy

SilaCa Tasmania Pty Ltd is committed to safeguarding children and young people by meeting the requirements of the NDIS Practice Standards, the NDIS Code of Conduct, and the Registration to Work with Vulnerable People Act 2013 (TAS). Our approach is also guided by the Criminal Code Act 1924 (TAS) and the National Principles for Child Safe Organisations.

All workers in roles identified as child-related or risk-assessed must hold a valid Registration to Work with Vulnerable People (RWVP) and complete the NDIS worker screening process prior to commencing duties. These checks must be verified by the Manager using the Consumer, Building and Occupational Services online portal. All screening details are recorded in the Risk-assessed Role – Employee Register and the individual's personnel file.

SilaCa Tasmania Pty Ltd ensures that:

- All child-related roles are documented in the Risk-assessed Role Register
- Staff understand their mandatory reporting obligations under Tasmanian law
- The organisation supports immediate reporting of any concerns of harm, abuse, or neglect to the appropriate authority without fear of retaliation
- Prevention is a core part of our safeguarding strategy, including staff training, supervision, and access to relevant policies and procedures

Staff must disclose any reasonable belief of child abuse offences to Tasmania Police as soon as practicable, in accordance with the Criminal Code Act 1924. All mandated notifiers must report any concern related to harm, abuse, or neglect of a child or young person.

In the event of a reportable incident, staff must notify the NDIS Quality and Safeguards Commission within 24 hours, in line with the NDIS (Incident Management and Reportable Incidents) Rules 2018.

Children and young people will also be supported to access independent and age-appropriate safety services such as:

- Kids Helpline: 1800 55 1800
- Child Wise: www.childwise.org.au
- Bravehearts: www.bravehearts.org.au
- eSafety Commissioner: www.esafety.gov.au

SilaCa Tasmania Pty Ltd will continue to build a workforce that listens to children, responds appropriately, and upholds a protective, child-safe environment throughout service delivery.

4.0 Procedure

4.1 When to report an abusive situation

All staff who are mandatory reporters must report abuse or neglect directly to Strong Families Safe Kids, regardless of their position. Informing a supervisor does not replace this legal obligation. Suspected breaches during service delivery must also be reported to the NDIS Commission.

It is important to always search for the cause of a change in a participant's behaviour or unexplained physical symptoms. If a participant shows one or more possible signs of abuse, it must be reported immediately, even though this does not automatically mean abuse has occurred. Possible signs of abuse may include, but are not limited to:

- a participant shows a change in behaviour or mood that may indicate abuse
- someone is seen behaving inappropriately toward a participant
- a participant tells staff another person has abused them
- a person tells staff that they are abusing a participant
- participant or visitor advises staff that they have observed abusive acts
- someone observes an action or inaction towards a participant that may be considered abusive
- a person suspects or has reason to believe a participant is being abused

As a mandatory reporter, the Manager will contact the Strong Families, Safe Kids Advice & Referral Line immediately once they know, believe or suspect that an unborn baby, child or young person:

- is being abused or neglected or is an affected child within the meaning of the Family Violence Act 2004

- maybe killed, abused or neglected by a person with who they live with
- If the baby is not born yet, it may need medical treatment or another intervention due to behaviour by the pregnant woman or another person

Failure to report an abusive situation may result in a criminal offence.

4.2 How to report

If a child is at immediate risk and police or medical assistance is required, the Manager or their delegate will call '000'.

The Manager will use their professional understanding and knowledge of child protection to determine when to contact the required reporting body.

For urgent matters, where a child or young person needs immediate protection, the Manager or their delegate will call the:

- Strong Families, Safe Kids Advice & Referral Line on 1800 000 123
 - General business hours are Monday to Friday, 8:30 am - 5:00 pm
 - After-hours on-call services are available

For non-urgent matters, the Manager will report a child safety concern using the Tasmanian Government Department of Health's [online reportable form](https://www.health.tas.gov.au/online-reportable-form) located on their website: <https://www.health.tas.gov.au/>

4.3 Details to provide

The Manager will provide the following information to the Strong Families, Safe Kids Advice & Referral Line:

- child's name, age, date of birth and address
- description of injury, abuse and neglect (outline current and previous)
- child's current situation
- location of the child, parent or caregiver and alleged perpetrator
- when and how abuse was discovered
- if a child has disclosed information regarding abuse
- if another person has disclosed information about abuse
- if abuse has been personally observed
- information is available that raises concerns that the child has been abused

4.4 Defining child maltreatment, harm, abuse and neglect

Child maltreatment is the abuse and neglect that occurs to children under 18. It includes all types of physical and/or emotional ill-treatment, sexual abuse, neglect, negligence and commercial or other

exploitation, which results in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

4.4.1 Physical harm indicators

- **Signs and symptoms:** Bruising, lacerations, welts, rashes, broken or healing bones, burns, weight loss, facial swelling, missing teeth, pain or restricted movements, crying, acting fearful, agitation, drowsiness, hair loss or poor physical well-being.
- **Causes:** Hitting, slapping, pushing, punching or burning, which involves an incident that is non-accidental, resulting in pain or injury.

4.4.2 Psychological and emotional harm

- **Signs and symptoms:** Loss of interest in self-care, helplessness, withdrawal, apathy, insomnia, fearfulness, reluctance to communicate openly, choosing not to maintain eye contact, paranoia and confusion.
- **Causes:** Intimidation, humiliation, harassment, threatening behaviour, sleep deprivation, withholding affection, and not allowing a person to maintain their decision-making powers which lead to a pattern when repeated over time.

4.4.3 Sexual abuse

- **Signs and symptoms:** knowing more about sexual activities than other children their age, playing sexually, masturbating more than what's typical for their age and stage of development, refusing to undress for activities or wear additional layers of clothing, having bruising, bleeding, swelling, tears or cuts on their genitals or anus, having unusual vaginal odour or discharge, having itching or pain in the genital area, difficulty going to the toilet, walking or sitting, having a sexually transmitted disease or urinary tract infection, having torn, stained or bloody clothing, especially underwear, being afraid of being alone with a particular person or going to a particular place, becoming withdrawn, unusually reactive or begins displaying high-risk behaviours (including substance misuse), being frequently depressed, feel suicidal or attempt suicide, creating stories, poems or artwork about abuse, Having problems sleeping or starts having nightmares, Starting to wet the bed or soil themselves.
- **Causes:** the involvement of dependent, developmentally immature children and adolescents in sexual activities which they do not fully comprehend, are unable to give informed consent to and that violate social taboos of family roles

4.4.4 Neglect

- **Signs and symptoms:** Poor hygiene or personal care, unkempt appearance, lack of personal items, absence of health aids, weight loss, agitation, inappropriate clothing, and lack of food.

- **Cause:** Intentional failure to provide basic life necessities.

4.4.5 Social abuse

- **Signs and symptoms:** Sadness and grief due to people not visiting, anxiety after a certain person's visit, withdrawal, low self-esteem, appearing ashamed, passivity, and listlessness.
- **Causes:** Prevention of contact with friends or family, preventing access to social activities.

4.4.6 Grooming

- **Signs and symptoms:** Being very secretive about how they're spending their time, including when online, having money or new things like clothes and mobile phones that they can't or won't explain, depression and or anxiety, underage drinking or drug taking. Online grooming may involve contact through messaging apps, games or social media. Indicators include excessive secrecy about online activities, older 'friends' unknown to parents, and use of multiple accounts or devices.
- **Causes:** Grooming is when someone builds a relationship, trust and emotional connection with a child or young person so they can manipulate, exploit and abuse them.

5.0 Related documents

- Child and Young People Handbook
- Incident Report
- Incident Investigation Form
- Incident Register
- Risk Assessment Form
- Risk-Assessed Role Form
- Risk Management Plan Register
- Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- NDIS Worker Screening Checks and Risk-assessed Roles Policy and Procedure
- [NDIS Code of Conduct](#)
- Reportable Incident, Accident and Emergency Policy and Procedure

6.0 References

- Children, Young Persons and their Family Act 1997 (TAS)
- Criminal Code Act 1924 (TAS)
- Family Violence Act 2004
- Work with Vulnerable People Act 2013 (TAS)
- Personal Information Protection Act 2004 (TAS)
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
- United Nations Convention on the Rights of the Child
- National Principles for Child Safe Organisations
- NDIS (Practice Standards - Worker Screening) Rules 2018
- NDIS (Quality and Safeguards) Commission 2018
- NDIS Practice Standards and Quality Indicators 2021

Child Safe Environment Policy and Procedure – Tasmania

1.0 Purpose

The purpose of this policy is to ensure that children and young people under the age of eighteen are safe, respected, and supported in environments free from harm, abuse, neglect, exploitation, and discrimination. SilaCa Tasmania Pty Ltd aims to uphold the rights of every child to feel protected and empowered, while providing services that foster participation, confidence, and well-being. This policy outlines how our organisation will implement child-safe practices, support positive engagement with children and young people, and create a culture of awareness, prevention, and accountability.

2.0 Scope

This policy applies to all staff engaged by SilaCa Tasmania Pty Ltd who provide supports to or interact with children and young people in any service setting.

3.0 Definitions

Term	Definitions
Child or young person	persons under 18 years of age.
Complainant	a person who makes a complaint
Harm	Section 17 of the Safety Act defines 'harm' as physical or psychological harm (whether caused by any act or omission), including harm caused by sexual, physical, mental or emotional abuse or neglect.
National Police Check	A summary of an individual's offender history in Australia and a record of their criminal history relating to convictions, findings of guilt, or pending court proceedings is available from Tasmania Police or through organisations accredited by the Australian Criminal Intelligence Commission (ACIC). It is an organisational decision whether a National Police Certificate (NPC) is required for workers or volunteers. However, the organisation cannot use the NPC to assess whether a person is suitable to work or volunteer with children in Tasmania; this must be determined by a valid, not barred Working with Vulnerable People Registration (WWVP) issued by the Department of Justice (TAS).

Term	Definitions
Working with Children Check	By law, people working or volunteering with children in Tasmania must have a valid, not barred, Registration to Work with Vulnerable People (RWVP). This registration assesses whether a person poses an unacceptable risk to children or other vulnerable persons. As part of the assessment process, the Tasmanian Department of Justice Screening Unit reviews the individual's criminal history, child protection information, and other relevant information.
NDIS Worker Screening Check	It is an assessment of whether a person • who works, or seeks to work, with people with a disability poses a risk to them. • is cleared or excluded from working in certain roles with people with disability. The NDIS Worker Screening Check is conducted by the SA Worker Screening Unit and decides whether a person is cleared or excluded. Registered NDIS providers must only engage workers who have been cleared in certain risk-assessed roles. (Risk-assessed roles are determined to be a role with more than incidental contact with a participant and child NDIS Rules 2018).

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to creating and maintaining a child-safe environment that protects children and young people from all forms of harm. Our practices are guided by the Children, Young Persons and Their Families Act 1997 (TAS), the Children, Young Persons and Their Families Act 1997 (TAS), Part 3.1 - Working with Children Clearance, and the National Principles for Child Safe Organisations, and are aligned with the NDIS Practice Standards and the NDIS Code of Conduct.

All staff, contractors, and volunteers must:

- Hold current, valid Working with Children Checks and NDIS Worker Screening Checks, verified before commencement in a risk-assessed role.
- Undertake induction and ongoing training in child protection, including mandatory reporting obligations under the Tasmanian law.
- Comply with this policy, all related procedures, and the Code of Conduct.

- Immediately report any suspected harm or risk of harm to children and young people to the Child Safety Service (TAS) and cooperate fully in follow-up processes.
- Engage with children and young people respectfully and supportively, ensuring they feel safe, heard, and able to raise concerns or complaints without fear.

SilaCa Tasmania Pty Ltd has appointed the Manager (or delegate) as the designated Child Safety Contact Officer, responsible for:

- Overseeing child protection implementation, training, and compliance.
- Managing screening records and ensuring all checks are current and verified.
- Supporting staff in upholding child-safe practices and responding to concerns.
- Leading reviews of this policy every two years and lodging compliance statements as required.

Children and young people supported by SilaCa Tasmania Pty Ltd will:

- Be provided with age-appropriate information about their rights, including how to make a complaint or raise safety concerns.
- Be encouraged to participate in support planning and service feedback through face-to-face meetings, surveys, and accessible communication formats.
- Have individual support plans tailored to their safety and development needs, with regular reviews and adjustments to support skill-building, independence, and participation.

Families and carers will be included in safeguarding processes and provided with handbooks and resources that explain our commitment to child safety and the expectations placed on all involved.

SilaCa Tasmania Pty Ltd maintains a zero-tolerance approach to child abuse and neglect. All reportable incidents involving children will be managed in accordance with the NDIS (Incident Management and Reportable Incidents) Rules 2018, and all notifications will comply with Section 30(3) of the Children, Young Persons and Their Families Act 1997 (TAS).

This policy is supported by and linked to the following documents:

- Working with Children Check Policy and Procedure
- Zero Tolerance Policy and Procedure
- Aboriginal and Torres Strait Islander Policy and Procedures
- Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- Risk Management Policy and Procedure
- Complaints and Feedback Policy and Procedure
- NDIS Worker Screening and Risk Assessed Roles Policy and Procedure
- Human Resource Management Policy and Procedure
- Individual Values and Beliefs Policy and Procedure

- Human Resource Management Policy and Procedure

4.1 Risk Assessment

SilaCa Tasmania Pty Ltd acknowledges that prevention is the best protection from harm or risk of harm and recognises their duty of care obligations to implement prevention strategies. Each child or young person has completed an Individual Risk Profile and Home Safety Checklist. This information allows us to create a Support plan designed to provide support and care for the child or young person, including physical safety and the child or young person's well-being Risk Profiles and Safety Plans will be reviewed at least annually or earlier following an incident, complaint, or disclosure involving the child or young person.

Identified risks may include:

- Our culture is not child-safe focussed
- The organisation's current code of conduct is not role-related, targeted to our organisation, or is not circulated to or understood by staff and volunteers
- Children/young people do not feel included
- Children/young people and their families are not supported to report concerns, complaints and feedback
- Children/young people are physically touched by staff/volunteers to correct techniques (physiotherapy, occupational therapy)
- Children/young people have access to an unsafe online environment
- Organisational staff (including employees and volunteers) harm children/young people
- Third-party contractors (while delivering services for the organisation) harm children/young people
- Children/young people are not supported when harm occurs
- Recruitment of a 'prohibited person' within the organisation or contracting with a third party that does not have a Not Prohibited WWVP Card (TAS) or a child-safe environments compliance statement (see Appendix A)
- Allowing a person to work with children or young people while the WWCC is being processed
- Organisational staff (including employees and volunteers) do not understand their obligations to report harm and risk of harm to the Strong Families, Safe Kids Advice and Referral Line (1800 000 123) and Tasmania Police if a child/young person is at immediate risk, or require an internal reporting process before meeting legal obligations to report to the Department for Education, Children and Young People (DECYP).
- Use of power to hurt, scare or control children/young people
- Not allowing children/young people to participate in spiritual or religious practices that are important to them
- Children/young people are provided with unsupervised services

- The organisation holds overnight and offsite activities with children/young people. A Child Safe Environments Compliance Statement is not lodged with the Registration to Work with Vulnerable People (RWVP) Services, Department of Justice (TAS).
- Taking images of children and young people
- Supervision of children and young people
- Physical environment
- Online communications between staff/volunteers and children/young people
- Protecting privacy and confidentiality
- Procedures for dealing with situations where a member is being investigated for or is charged with a serious criminal offence

Risk minimisation actions

- Child-focused Code of Conduct is in place that sets the behavioural standards expected, including what happens when a breach occurs, is circulated to staff and volunteers and is displayed in public places
- Meet the requirements of the Children and Young People (Safety) Act 2017 (which mandates child-safe environments) and the Child Safety (Prohibited Persons) Act 2016 (which mandates Working with Children Checks)
- Strategies are in place to make sure that child safety (through the National Principles for Child Safe Organisations) is embedded across the organisation
- The organisation uses inclusive, developmentally- appropriate language and resources to help children/young people to feel valued, respected and included
- Strategies to embed a child-safe organisational culture are reviewed and updated regularly
- The Child Safe Environments Policy is reviewed at least once every five years. When this happens, a new child-safe environments compliance statement is lodged with the Department of Human Services
- Support through training and supervision is provided to organisational staff (including employees and volunteers) through
 - o Quarterly reviews
 - o Seeking feedback from supervisors
 - o Induction training - understanding of harm and risk of harm and how to report effectively
 - o regular supervision meetings are conducted to review practice and update where appropriate, and training is provided that increases
- Working with Children Checks (WWCC) ensures that people working with children and young people are assessed as not posing an unacceptable risk to children and young people. Those at an unacceptable risk ('Prohibited' WWCC) cannot work with children and young people.
- Recruitment processes, including undertaking referee checks to ensure the suitability of persons before they are employed/volunteer with our organisation, are completed
- When taking images of children and young people, must have the consent of the child or young person and parent/guardian consent required

- Complaints processes are in place and promoted to children, young people and their families to make sure that they feel safe reporting to the organisation
- Cyber safety and social media guidelines are in place and provided to all staff and volunteers
- Appropriate supervision is provided for all online activities
- Children and young people are to be supervised by parents/guardians at all times
- Our child-safe environments policies and procedures (including Code of Conduct) are made available to staff, volunteers, children, young people and their families by contacting Sam on 0437 084 674
- Children, young people and their families are encouraged to participate in our organisation and provide feedback through surveys, questionnaires, and feedback opportunities during sessions
- If children and young people are harmed, we support them and their families by following SilaCa Tasmania's reporting and responding to harm/risk of harm procedure which sets out the process for reporting to CARL and connecting those impacted with appropriate support services.
- Staff, volunteers and contractors undertake training to understand their obligations to report harm and risk of harm (see 4.2 below)
- All staff, volunteers, and contractors must read the National Principles for Child Safe Organisations, Code of Conduct, and the mandatory reporting guidance relevant to their state or territory, and undertake child safe e-learning modules in the first week of working with the organisation (see 4.2 below).
- Where physical contact is required, this is undertaken safely by explaining why contact is required and what will happen and asking the child/young person for their permission (or their family if this is more appropriate) before proceeding
- Staff, volunteers and contractors working with children and young people with disability must hold a valid Not Prohibited Working with Children Check (WWCC) even if they are working with children and young people less than seven days a year

According to our internal reviews of policies and procedures, this policy must be reviewed every two years.

Staff should guide children and young people who require assistance to Kids Helpline on 1800 55 1800 and Youth Helpline on 1300 13 17 19 for support, as required.

4.2 Staff requirements, support and training

All mandated notifiers must complete 'Working with Vulnerable People (RWVP) - Child and Youth Risk Management Strategy training' in accordance with Tasmanian child protection requirements. Staff in risk-assessed roles are required to complete SMART (Strategies for Managing Abuse Related Trauma) online training as part of their induction and every three years thereafter, as part of our organisation's

commitment to trauma-informed practice and child safeguarding, in alignment with the Child and Youth Safe Organisations Framework (TAS).

The legislative requirement is that staff engaged in a risk-assessed role must have the required Tasmanian clearance checks. We will meet the requirements of the Registration to Work with Vulnerable People Act 2013 (TAS) and ensure that staff and volunteers hold a valid, 'not barred' Registration to Work with Vulnerable People (RWVP) issued by the Department of Justice (TAS).

All staff must undergo an interview before a job offer is made. This interview will include the following:

- overview experience working with children and young people
- behaviour management techniques, e.g. questions such as:
 - Tell me about when you had to manage a child or young person with behavioural problems
 - How would you respond if a child or young person yelled at you?
 - What if they started to throw items?

Screening post-interview of the suitable candidate is essential, and this process includes at least two (2) reference checks and qualification checks. All hired staff will have buddying to two (2) shifts, be allocated a supervisor and have a probationary period.

During their onboarding process, all staff and volunteers are trained in child and young person safety and must undertake annual training to ensure they are current with standards and requirements. Staff must read and agree to comply with the Code of Conduct (see Appendix C). We will use the Mandatory Reporter Guide as part of the training. Our staff annual performance review will review current knowledge of standards and reporting. This information will be used to create relevant training against TAS requirements. All information will be recorded in the person's Staff Training Record; note contractors will have this form to record their training to ensure compliance.

Staff will be trained in the following:

- The real or potential risk of harm indicators
- Mandatory reporting obligations
- Internal requirements for informing management
- Completing Incident Investigation so management can review the information
- Not asking leading questions
- Code of Conduct
- Commitment to the safety of children and young people
- Record keeping and information sharing
- Job description

Our mandated notifiers to attend a 'WWVP Card (TAS) Child and Youth Risk Management Strategy training' training course. Management meetings will include child and young person's safety on their agenda. Staff, contractors, and volunteers must:

- Read and understand the Child and Youth Safe Organisations Framework (see: <https://www.dpfem.tas.gov.au/childsafef/>)
- complete the online SMART (Strategies for Managing Abuse Related Trauma) training (see: <https://professionals.childhood.org.au/training-development/>)
- view the resources Keeping our kids safe developed by SNAICC at <https://www.snaicc.org.au/policy-and-research/child-safety-and-well-being/keeping-our-kids-safe/>
- be provided with professional development opportunities to build knowledge and skills regarding the well-being and development of children and young people
- regularly complete the specific training, e.g. every three years (mandatory reporting, Keeping our kids safe)

All staff have quarterly supervision and support meetings or visits, allowing us to determine the current knowledge and skills of the worker, therefore, allowing us to create additional support and guidance as required. Staff reporting any risk of harm will undertake a debriefing session, and this session will determine additional support required, e.g. professional support.

Before employment, staff must undergo the Registration to Work with Vulnerable People (RWVP) and the NDIS Worker Screening Check. Results are recorded in their personnel file. Employees performing in a child- or young person-related role have been determined as risk-assessed and are therefore required to hold a valid NDIS Worker Screening Clearance and a not barred RWVP registration.

The employee must apply for RWVP through the Department of Justice (TAS), provide the relevant application information, and pay the applicable fee.

It is then the responsibility of the Manager to verify all risk-assessed roles and maintain appropriate records using the Contractor Risk Assessed Check Form, Risk Assessed Role Register and the Risk-Assessed Role - Employee Register. Staff cannot work with children and young people unless their worker's screening has been verified.

Staff, volunteers, contractors, or other relevant parties must comply with child-safe standards, legislation, and regulations. If a person breaches these compliance requirements, the Manager will advise the Department of Justice (TAS) which oversees the Registration to Work with Vulnerable People

(RWVP) regarding the individual, including any serious criminal offence, child protection information, or disciplinary or misconduct information.

The informing method will vary according to the nature of the issue but will usually be via telephone contact with the Department of Justice - RWVP Screening Unit (TAS).

5.0 Procedure

5.1 Communication

We have developed a Child and Young Person Handbook and Staff handbook that informs children, young people, and staff about their rights and their right to participate in decisions affecting them. We will always take input seriously, as per National Principle 2.

During the initial intake, development of a support plan and reviews, our team informs and involves families in promoting the safety of the child or young person. We work with the child or young person's community to ensure information is provided and they are involved in their safety and well-being (National Principle 3).

To comply with Chapter 8 (Section 114(5)) of the Children and Young People (Safety) Act 2017), children, young people, their families, networks, staff, and contractors can request a copy of the organisation's child-safe environments policies and procedures. To request a copy:

1. Email admin@silacatas.com
2. Telephone 0472 784 053
3. Manager or their delegate will forward the policy within two working days

5.2 Listening to children and young people (National Principle 2)

Our organisation will

- communicating using age and developmentally appropriate language)
- feedback and concerns can be reported by children, young people and their families or carers by:
 - Email admin@silacatas.com
 - Telephone 0472 784 053
 - Anonymously Post to 6 Mayfield Crescent, Bridgewater TAS 7030
 - Staff or contractors who will record and inform management
- Design consultation methods suited to our clientele and that consider the child or young person's age, developmental level and cultural backgrounds
- using a survey (hard copy or online)

- invite formal or informal feedback from children and young people about their experiences with us
- invite children and young people to be represented on a board or committee or organise a youth committee or focus group

5.3 When to report a real or potential risk of harm situation

For any child and young person at immediate and real risk, staff must call 000 Police immediately and inform management. The individual's safety must be at the forefront of all actions.

Staff must be informed of their obligations, including legislation provisions Criminal Law Consolidation Act (Section 64A and 65):

- failure to report child sexual abuse may lead to a maximum of 3 years imprisonment
- failure to protect a child from sexual abuse may lead to 15 years' imprisonment

It is important to always search for the cause of a change in a child or young person's behaviour or unexplained physical symptoms. If a child or young person shows one or more possible signs of harm or risk of harm, it must be reported immediately, even though this does not automatically mean harm has occurred.

Possible signs of harm or risk of harm are when:

- a child or young person shows a change in behaviour or mood that may indicate they are at risk of real or potential harm
- someone is seen behaving inappropriately towards a child or young person
- a child or young person tells staff another person is abusing them
- a person tells staff they are abusing a child or young person
- a child, young person or visitor advises staff that they have observed abusive or harmful acts
- someone observes an action or inaction towards the child or young person that may be considered abusive
- a person suspects or has reason to believe a child or young person is at risk of real or potential harm.

The person (reporter) who forms a suspicion or belief of harm must report to the Tasmanian Government's Department for Education, Strong Families Safe Kids Advice and Referral Line (Child Safety Services - TAS). Failure to report a situation involving abuse, harm, or risk of harm may result in a criminal offence under the Children, Young Persons and Their Families Act 1997 (TAS).

5.4 How to report

The reporter will use the online child or young person protection reporting system to report a less serious concern(s):

Department for Education, Children and Young People (TAS)

Strong Families Safe Kids - Advice and Referral Line

Website: <https://strongfamiliesafekids.tas.gov.au/>

The staff member will use their professional understanding and knowledge of child and young person protection to determine when to contact the required reporting body. The reporter will undertake the following:

- At the time it is determined there is a risk of harm, they will report a suspected case of a child or young person's harm or risk of harm via a phone call to the following:
 - Strong Families Safe Kids - Advice and Referral Line (ARL) - Phone: 1800 000 123
 - if at immediate risk, report to Tasmania Police on 000.
 - In cases involving Aboriginal children and young people, support is provided by
- All serious concerns are reported via the Strong Families, Safe Kids Advice and Referral Line, not the website's online reporting system

The individual who identifies the harm or risk of harm is the person who makes the report to the Department for Education, Children and Young People (TAS)/Tasmania Police and afterwards is required to report internally, so Manager can determine if further support is required for the child or the family.

In all cases, the relevant authority (Department for Child Protection/Tasmania Police) will guide us on how to proceed after a notification.

5.5 Details to provide

The staff member will provide the following information to the Strong Families Safe Kids Advice and Referral Line - Department for Education, Children and Young People (TAS).

- Child or young person's name, age, date of birth and address
- description of injury, harm or risk of harm (outline current and previous)
- child or young person's current situation
- location of the child, young person, parent or caregiver and alleged perpetrator
- when and how the manager found out about the harm or risk of harm.

5.6 Child identification details and context

SilaCa Tasmania Pty Ltd will need to provide enough detail to identify the child or young person and give context to your report, including:

- child or young person's full name
- date of birth or age
- current address

- contact number
- school/kindergarten/childcare centre
- ethnicity, i.e. cultural background, aboriginal kinship group, non-English speaking
- who are the parents; do they all live in the same house; are there siblings in the house?
- alleged perpetrator's name, age, address, relationship to the child or young person, and current whereabouts
- current whereabouts of the child or young person of concern
- details of when the next expected contact with the alleged perpetrator will occur
- If in place, family court orders, apprehended violence orders, and domestic violence orders.

5.7 Supporting a child, young person, family and staff

Our management will put support strategies in place for the child, young person and their family. Strategies will vary according to the situation, and staff will be informed, trained, and supported in implementing strategies.

Strategies may include:

- Inform the child/young person/family that they are believed. One of the most helpful things you can do following disclosure of harm or risk of harm is to believe the child or young person.
- Reassure the child or young person that they have done the right thing by telling someone about the harm and that they are not in trouble. Provide them with age-appropriate information regarding what will happen next, ensuring that the adults take care of things (contact the Kids Helpline or Youth Helpline). Be careful not to make promises you can't keep, such as not telling anyone else.
- Act protectively
- Take immediate steps to ensure the child or young person's safety and the safety of other children or young people who may be exposed to harm, risk of harm or abuse.
- Provide adequate support to meet the needs of the individual circumstances, e.g. cultural support and advocacy support.
- Provide staff with debriefing and other supports to ensure that their health and well-being are supported.

5.8 Defining child maltreatment, harm or risk of harm and neglect

Child maltreatment is the abuse and neglect that occurs to children under 18. It includes all types of physical and emotional ill-treatment, sexual abuse, neglect, negligence and commercial or other exploitation, which results in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

5.8.1 Physical harm or risk of harm

- Signs and symptoms: Bruising, lacerations, welts, rashes, broken or healing bones, burns, weight loss, facial swelling, missing teeth, pain or restricted movements, crying, acting fearful, agitation, drowsiness, hair loss or poor physical well-being.
- Causes: Hitting, slapping, pushing, punching or burning, which involves an incident that is non-accidental, resulting in pain or injury.

5.8.2 Psychological and emotional harm or risk of harm

- Signs and symptoms: Loss of interest in self-care, helplessness, withdrawal, apathy, insomnia, fearfulness, reluctance to communicate openly, choosing not to maintain eye contact, paranoia and confusion.
- Causes: Intimidation, humiliation, harassment, threatening behaviour, sleep deprivation, withholding affection, and not allowing a person to maintain their decision-making powers which lead to a pattern when repeated over time.

5.8.3 Sexual abuse

- Signs and symptoms: knowing more about sexual activities than other children their age, playing sexually, masturbating more than what's typical for their age and stage of development, refusing to undress for activities or wear additional layers of clothing, having bruising, bleeding, swelling, tears or cuts on their genitals or anus, having unusual vaginal odour or discharge, having itching or pain in the genital area, difficulty going to the toilet, walking or sitting, having a sexually transmitted disease or urinary tract infection, having torn, stained or bloody clothing, especially underwear, being afraid of being alone with a particular person or going to a particular place, becoming withdrawn, unusually reactive or begins displaying high-risk behaviours (including substance misuse), being frequently depressed, feel suicidal or attempt suicide, creating stories, poems or artwork about abuse, Having problems sleeping or starts having nightmares, Starting to wet the bed or soil themselves.
- Causes: the involvement of dependent, developmentally immature children and adolescents in sexual activities which they do not fully comprehend, are unable to give informed consent to and that violate social taboos of family roles

5.8.4 Neglect

- Signs and symptoms: Poor hygiene or personal care, unkempt appearance, lack of personal items, absence of health aids, weight loss, agitation, inappropriate clothing, and lack of food.
- Cause: Intentional failure to provide basic life necessities.

5.8.5 Social harm or risk of harm

- Signs and symptoms: Sadness and grief due to people not visiting, anxiety after a specific person's visit, withdrawal, low self-esteem, appearing ashamed, passivity, and listlessness.
- Causes: Prevention of contact with friends or family, preventing access to social activities.

5.8.6 Grooming

- Signs and symptoms: Being very secretive about how they're spending their time, including when online, having money or new things like clothes and mobile phones that they can't or won't explain, depression and or anxiety, underage drinking or drug taking
- Causes: Grooming is when someone builds a relationship, trust and emotional connection with a child or young person, their family or with other workers in an organisation so they can manipulate, exploit and abuse them

5.9 Complaints and Feedback

This section is not used when there is a reasonable belief that a child or young person has been harmed or is at risk of harm (refer to 4.3 above). Any complaint about staff, volunteers or contractors that identifies and is found to be real may lead to disciplinary measures and their employment being ceased. Any validated complaint related to child protection will lead to the termination of employment.

Complaints and suggestions can be made by:

- using the Complaints and Feedback Form or the Anonymous Complaints and Feedback Form
- contacting a member of staff, verbally or in writing, our staff must offer to document the complaint on behalf of the participant if required and refer the matter to the Manager
- contacting the Complaints Manager, verbally or in writing
- responding to questionnaires and surveys
- sending an email to our contact email
- attending meetings/care conferences
- contacting external complaint agencies, e.g. NDIS Quality and Safeguards Commission, Department for Education, Children and Young People (TAS)
- communicating orally, in writing, or by any other relevant means.

Contacts for making a complaint are listed below:

Complaints Manager	Jessika Croft
Email address	admin@silacatas.com
Phone Number	0472 784 053
Postal Address	6 Mayfield Crescent, Bridgewater TAS 7030

Complaints may be made by:

- staff
- participants (adults, children, and young people)
- public
- advocates
- family members
- carers
- anonymous person/s.

Results are recorded in the Complaints Compliments and Feedback Register, allowing input into our continuous improvement processes. The Continuous Improvement Register will record improvements established after finalising the complaint management process.

If a complaint is about:

- **Support or services:** The Complaints Manager will deal with the complaint.
- **Staff member/s:** The Complaints Manager will deal with the complaint
- **CEO/Manager:** An external person or body may be approached, e.g. NDIS Quality and Safeguards Commission.

All staff, participants, family and advocates, visiting health professionals, and visitors are informed of our complaints process via:

- participant welcome information
- initial access to supports
- staff orientation, induction and training
- Meetings, reviews and assessments
- participant agreements
- contractor agreements.

If a complaint or allegation involves abuse, neglect, exploitation, or any other NDIS Reportable Incident, the complaint process must be paused, and the NDIS (Incident Management and Reportable Incidents)

Rules 2018 must be followed. Immediate reporting to the NDIS Commission is mandatory within 24 hours.

5.9.1 Complaint management process

The investigation must adhere to impartiality, privacy, confidentiality, transparency and timeliness. Complaints will not be discussed with anyone who does not have responsibility for resolving the issue. SilaCa Tasmania Pty Ltd must consider any cultural and linguistic needs of a participant and provide the relevant support mechanism, such as an interpreter or similar.

Complainants are provided with access to our Complaints and Feedback form. These may be accessed via staff or management. The Complaints Manager will review the individual's needs and assist them using the best means to suit them. The variance between individuals requires a personal approach but may include the following:

- offering an advocate
- providing text telephone (TTY) service to people with a hearing impairment
- ensuring the meeting site is wheelchair accessible
- offering independent assistance to read and write to formulate and lodge a complaint
- seek information from the complainant to determine any special requirements (e.g. access or communication).

The resolution outcomes from a complaint will recognise that people who make a complaint are generally seeking one, or more, of the following outcomes:

- Acknowledgement:
 - genuinely listening without interruption
 - empathising
 - ensuring the complainant feels comfortable (e.g. being aware that staff may be defensive and consider how this is perceived)
 - acknowledgement of the effect of the situation on the individual
 - resolving to a good outcome
 - notifying regularly and promptly on steps undertaken.
- Answers:
 - clear explanations relevant to the issue are provided ONLY once all the facts are known.
- Actions (Action Plan):
 - what will be done?
 - who will do it?
 - action plan completion date
 - how progress will be communicated to all parties involved

- oversight of actions.
- Apology:
 - considers the form of the apology and the managerial level of response
 - considers timeliness, sincerity
 - be specific and direct
 - accept responsibility if appropriate and provide information on the cause and impacts
 - explains without excuses
 - provides a summary of key actions to move forward and resolve the issue.

6.0 Policy Review and Feedback

This policy and procedure will be reviewed at least every two (2) years by the Manager or in response to legislative triggers. Reviews will incorporate staff, participants, and other stakeholder feedback where relevant

7.0 Related documents

- Child and Young People Handbook
- Staff Handbook
- Code of Conduct Agreement
- Incident Investigation Form
- Incident Investigation Form Final Report
- Incident Report
- Incident Register
- Risk Assessment Form
- Risk Management Plan Register
- Reportable Incident, Accident and Emergency Policy and Procedure
- Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- Human Resource Management Policy and Procedure
- Risk Management Policy and Procedure
- Working with Children Check Policy and Procedure
- Complaints and Feedback Policy and Procedure
- NDIS Worker Screening and Risk Assessed Roles Policy and Procedure

8.0 References

- Children, Young Persons and Their Families Act 1997 (TAS)
- Children, Young Persons and Their Families Act 1997 (TAS), Part 3.1 - Working with Children Clearance
- NDIS (Practice Standards - Worker Screening) Rules 2018
- NDIS (Quality and Safeguards) Commission 2018
- The National Framework for Protecting Australia's Children
- United Nations Convention on the Rights of the Child 1989

Appendix A Commitment to the safety of children and young people

SilaCa Tasmania Pty Ltd is committed to the safety and well-being of all children and young people who will be the primary focus of our care and decision-making. We have zero tolerance for children and young people being at harm or risk of harm

We are committed to providing a child-safe environment where children and young people feel safe and their voices are heard about decisions that affect their lives. Particular attention will be paid to the cultural safety of Aboriginal children and children from culturally and linguistically diverse backgrounds and the safety of children with a disability.

All people working for or with us are responsible for understanding the important and specific role they play individually and collectively to ensure that the well-being and safety of all children and young people are at the forefront of all they do and every decision they make.

In our planning and practices, we will

- Children and young people's safety and protection are our priority
- Children and young people are valued, respected and encouraged to participate. Their voice is essential to providing appropriate and safe support.
- Take a preventative, proactive and participatory approach to child safety.
- Value and empower children to participate in decisions that affect their lives.
- Foster a culture of openness that supports all persons to disclose harm or risks of harm to children safely
- Respect diversity in cultures and child-rearing practices while keeping child safety paramount.
- All children and young people are embraced regardless of their abilities, sex, gender, or social-economic or cultural background and equity is upheld
- Engage only the most suitable people to work with children and have high-quality staff, supervision and professional development.
- Ensure children and young people know who to talk with if they are worried or are feeling unsafe and that they are comfortable and encouraged to raise such issues.
- Assist children and young people in building skills that will assist them in participating in society
- Focus and take action on the protection of children and young people at risk of harm
- Value the input from children, young people and their families in our policies and practices.
- Report suspected harm or risk of harm, neglect or mistreatment promptly to the appropriate authorities.
- Share information appropriately and lawfully with other organisations where the safety and well-being of children are at risk; and

Child and Young Person's Handbooks and accessible display areas include information about services that can assist children and young people

- Kids Helpline on 1800 55 1800
- Youth Helpline on 1300 13 17 19)

Appendix B National Principles for Child Safe Organisations

Principle 1. Child Safety is embedded in organisational leadership, governance and culture

- Commitment to Safety (see Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure).
- Staff are trained in the following:
 - child safety
 - codes of conduct
 - behavioural standards when interacting with children
 - reporting obligations and record keeping.
- Risk Management Plans are undertaken for each child.
- Comply with NDIS Code of Conduct and SilaCa Tasmania Pty Ltd's Code of Conduct.

Principle 2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously

- Children can express their views and are provided with opportunities to participate in decisions that affect their lives:
 - upon commencement with our organisation
 - on an ongoing basis – regularly asked for their thoughts and ideas
 - at the review of their plan.
- The importance of friendships is recognised, and support from peers is encouraged, helping children feel safe and less isolated:
 - work with the child and the family to determine how best to assist with these linkages.
- Children can access abuse prevention programs and information:
 - provide links to relevant organisations, e.g. Kids Helpline
 - age-appropriate information that describes how adults should behave is provided.
- Staff are attuned to signs of harm and facilitate child-friendly ways for children to communicate and raise their concerns:
 - staff trained to work with each child
 - knowledge and skills are assessed to determine training to ensure skills and knowledge are evident.

Principle 3. Families and communities are informed and involved in promoting child safety and well-being

- All levels of the organisation must encourage families to take an active role in keeping children safe.
- Families and community members are encouraged to provide feedback on how the organisation keeps children safe, and this information is acted upon where necessary:

- complaint and feedback forms
- meetings about children.

Principle 4. Equity is upheld, and diverse needs are respected in policy and practice

- The Manager and our staff understand barriers that prevent children from disclosing abuse or adults.
- The Manager and our staff identify and respect the diverse needs, abilities and backgrounds of children and understand the value of treating them fairly:
 - review each child's cultural needs at intake
 - provide relevant, culturally sensitive, age-appropriate activities
- All staff are given information about the factors that increase a child's vulnerability to harm:
 - staff are trained and provided with information.
- The Manager ensures that our workforce reflects our participants' diversity, where possible.
- The Manager and staff adapt activities and services to ensure all children feel included:
 - a Risk Management Plan completed for each child
 - strategy planning takes place with the child and their family.

Principle 5. People working with children are suitable and supported to reflect child safety and well-being values in practice

- SilaCa Tasmania Pty Ltd understands that recruitment does not rely solely on a WWCC, so we provide ongoing training opportunities for all staff:
 - induction
 - annual training.
- The Manager or delegate responsible for staff recruitment is aware of child-safe recruitment practices.
- Staff recruitment includes job advertisements identifying that our organisation values child safety.
- Our recruitment processes involve a range of interview questions to establish staff suitability. Background and reference checks are carried out and recorded. (see Human Resource Management Policy and Procedure and NDIS Worker Screening and Risk-assessed Roles Policy and Procedure).
- Supervision includes regular reviews to check whether staff follow Codes of Conduct and other SilaCa Tasmania Pty Ltd child-safe policies.
- The Manager is responsible for monitoring all aspects of supervision and undertaking, at a minimum, quarterly supervision.

Principle 6. Processes to respond to complaints and concerns are child-focused

- The Manager creates a culture where complaints are taken seriously. All adults take responsibility for children's safety through our induction process and training staff in our culture.

- Manager clearly explains that breaches of Codes of Conduct will result in disciplinary action at induction and ongoing as part of our training requirements.
- Staff are provided support and information on what and how to report, including external bodies.
- Accessible processes enable children, staff and others to make complaints. Procedures describe likely timeframes, review processes and potential outcomes of complaints.
- Complaints are handled confidentially (see Complaints and Feedback Policy and Procedure)
- Processes are reviewed at regular intervals, and after complaints are made
- Documents are confidential, where required.

Principle 7. Staff and volunteers are equipped with knowledge, skills and awareness to keep children and young people safe through continual education and training

- The Manager provides ongoing education and training opportunities for all staff, including:
 - knowledge, skills and confidence to prevent and identify abuse
 - how to respond to complaints and escalate appropriately
 - if higher risks are identified, additional training is provided, e.g. behaviour management.
- The Manager is our child safety officer responsible for training.
- Training is regularly reviewed in response to emerging best practices.

Principle 8. Physical and online environments promote safety and well-being while minimising the opportunity for children and young people to be harmed

- The Manager sets expectations about behavioural standards for staff interacting with children in physical and online environments.
- Risk assessments identify areas where staff can interact with children unsupervised, including one-off events and overnight accommodation.
- Physical environments are altered to increase natural sight lines while respecting a child's right to privacy.
- Higher-risk areas (e.g. cars, boarding facilities and offsite locations) are managed using specific safety measures (e.g. spot checks).
- Children are provided information about online safety and regularly encouraged to tell staff about negative experiences.
- Children and young people will be supported to access age-appropriate digital safety education. Parents and families will be given information on risks such as online grooming, cyberbullying, and safe device usage. Staff will follow the organisation's digital and social media guidelines at all times.
- Staff and parents are provided information about risks in the online environment (e.g. online grooming, cyberbullying and sexting).

Principle 9. Implementation of national child safe principles is regularly reviewed and improved

- The Manager maintains a culture of continuous improvement to ensure that policies and procedures are implemented and routinely reviewed, even though staffing may change (see Continuous Improvement Policy).
- Manager knows the value of continuous monitoring, open conversations and exploring new ways to keep children safe.
- Child-safe policies and practices are reviewed annually.
- Staff refer to the Standards when creating, reviewing or evaluating child-safe policies and procedures.
- Critical incidents are used to identify the root cause of the problem, identify risks to children's safety, and make improvements (see Incident Investigation Form)
- Children are supported to provide feedback, which is acted upon as required.

Principles 10 Policies and procedures document how the organisation is safe for children and young people

- The Manager will ensure that policies and procedures are reviewed and compliant.
- SilaCa Tasmania Pty Ltd acknowledges that we will be accountable for our policies and procedures.
- Staff are trained and knowledgeable about organisation procedures, especially how they relate to child safety

Appendix C Code of Conduct

I will

- Comply with the NDIS Code of Conduct and ensure my behaviour aligns with the rights, dignity, and safety of every child or young person.
- Act following our child and young persons' safety and well-being policies and procedures.
- Behave respectfully, courteously, and ethically towards children, young people, families, and other staff.
- Listen and respond to the views and concerns of children and young people, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and well-being of all children and young people in the service.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children and young people.
- Create an environment that promotes and enables children and young people's participation and is welcoming, culturally safe and inclusive for all children, young people and their families.
- Involve children and young people in making decisions about activities, policies and processes that concern them.
- Contribute, where appropriate, to policies, discussions, learning and reviews about child and young person's safety and well-being.
- Identify and mitigate risks to children and young person's safety and well-being as required by our risk assessment and management policy or process.
- Respond to any concerns or complaints of the child or young person's harm or abuse promptly and in line with our services policy and procedure for receiving and responding to complaints.
- Report all suspected or disclosed child and young person harm or abuse required by Children & Young People (Safety) Act 2017 and our policy and internal and external reporting procedure.
- Comply with our protocols for communicating with children.
- Comply with Children & Young People (Safety) Act 2017 and these policies and procedures on record keeping and information sharing.
- Adhering to our Child Safe Environment Policy at all times and taking all reasonable steps to ensure the safety and protection of children and young people
- treating everyone (this includes staff, volunteers, students, children, young people and parents), including those of different races, ethnicity, gender, gender identity, sexual orientation, age, social classes, physical abilities or attributes and religious beliefs with respect and honesty and ensure equity is upheld
- being a positive role model to children and young people in all your conduct with them
- setting clear boundaries about appropriate behaviour between yourself and the children and young people in your organisation – boundaries help everyone to understand their roles
- listening and responding appropriately to the views and concerns of children and young people
- ensuring another adult is always present or insight when conducting one-to-one coaching,

instruction or other activity

- being alert to children and young people who are or may be at risk of harm and reporting this quickly to the Strong Families Safe Kids Advice and Referral Line or to Tasmania Police if the child is at immediate risk
- responding quickly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian
- encouraging children and young people to 'have a say' on issues that are important to them

I will not

- Engage in any unlawful activity with or concerning a child and young person.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child or young person.
- engage in rough physical games
- develop any 'special' relationships with children and young people that could be seen as favouritism, such as the offering of gifts or special treatment
- do things of a personal nature that a child or young person can do for themselves, such as toileting or changing clothes
- discriminate against any child or young person because of age, gender, cultural background, religion, vulnerability or sexuality.
- Be alone with a child or young person unnecessarily.
- Arrange personal contact, including online contact, with children and young people I am working with for a purpose unrelated to our activities.
- Disclose personal or sensitive information about a child or young person, including images of a child or young person, unless the child, young person and their parent or legal guardian consent or unless I am required to do so by our policy and procedure on reporting.
- Use inappropriate language in the presence of children or young people, or show or provide children and young people with access to inappropriate images or material
- Work with children and young people while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed child or young person's harm or abuse.

If I notice or consider any person has breached this Code of Conduct, then I will

- Act to prioritise the best interests of children and young people.
- Take action promptly to ensure that children and young people are safe.
- Promptly report any concerns to my manager or another manager or leader in SilaCa Tasmania Pty Ltd.
- Follow policies and procedures for receiving and responding to complaints and concerns.
- Comply with TAS requirements if relevant and with policy and procedure on internal and external reporting

I have read the Child Safe Environments Statement, Child Safety Standards, and this Code of Conduct and agree to abide by these requirements during my employment. I understand that breaches of this Code of Conduct may lead to disciplinary action or termination of my employment.

Name	
Position	
Date	

Adapted from Child Safety Organisations National Principles

Children and Young People Complaints and Feedback Policy and Procedure – Tasmania

1.0 Purpose

The purpose of this policy is to ensure that children and young people receiving supports from SilaCa Tasmania Pty Ltd feel safe, heard, and empowered to provide feedback or raise concerns in an environment that respects their rights, voice, and experiences. This policy aims to create a complaints culture where all feedback is seen as an opportunity for service improvement and is addressed in a manner that is inclusive, culturally safe, and accessible to all children, young people, families, and carers.

SilaCa Tasmania Pty Ltd is committed to building trust by listening to the perspectives of children and young people and supporting them to speak up without fear. Complaints and feedback are essential to upholding a child-safe environment and achieving quality improvement across all services and supports.

2.0 Scope

The policy applies to all staff, contractors, volunteers, children, young people, families, carers and advocates involved with SilaCa Tasmania Pty Ltd. It guides how complaints and feedback from children and young people are received, responded to, and used to improve services.

3.0 Definitions

Term	Definition
Complaint	A complaint should be interpreted broadly. It can include expressions of dissatisfaction about an organisation related to one or more of the follow its services or dealings with individuals. Allegations about the conduct of its staff, volunteers or other individuals engaged by the organisation. Another child or young person at the organisation or the handling of a prior concern
Complainant	The person who makes the complaint - child, young person, family member, advocate, staff member, volunteer, contractor or other stakeholders

Role	Role requirements
Complaints Manager	The role of the Complaints Manager is to: • manage the complaint process • manage reviews and make recommendations for continuous improvement using the information gained from the issue of the complaint • stand independently from the management to allow participants and staff members to be able to make a complaint about the management of the organisation • provide feedback and advice as required • review the complainant's needs to ensure that their mode of communication is managed (e.g. Easy Read, large print, translated documents, etc.) • collaborate with the complainant and their advocate • keep all parties informed during all stages of the complaint management process • handle all appeals related to the outcome of the complaint • complete all necessary reports and documents, including providing information to complainants and management • record all information in the Complaints Compliments and Feedback Register • review the Complaints Compliments and Feedback Register at monthly management meetings.

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to ensuring that all children and young people can express their concerns, complaints, or feedback freely and safely. Our organisation will maintain a child-focused complaints process that is accessible, inclusive, and responsive. This policy is guided by the Children, Young Persons and Their Families Act 1997 (TAS), NDIS (Complaints Management and Resolution) Rules 2018, and the NDIS Practice Standards, as well as the National Principles for Child Safe Organisations.

SilaCa Tasmania Pty Ltd will:

- Appoint a designated Complaints Manager responsible for coordinating complaint handling, ensuring accessibility for all parties, and recording all outcomes in the Complaints Register and Continuous Improvement Register.
- Accept and respond to all feedback, regardless of whether it is submitted formally or informally, and treat it as valuable for service improvement.
- Provide child-appropriate resources to support understanding and engagement, such as the Child and Young People Handbook (Easy Read format), and include complaint guidance in participant and staff handbooks.
- Ensure complaints that involve reportable incidents are managed in line with the NDIS (Incident Management and Reportable Incidents) Rules 2018, and referred to appropriate authorities, such as the Department for Child Protection (DCP), where required.
- Respond to concerns using the principles of procedural fairness, including informing the individual of any issues raised, offering an opportunity to respond, and ensuring impartiality and transparency in the decision-making process.
- Treat all information with confidentiality and ensure protection from retribution or discrimination for complainants.
- Respect the child or young person's right to participate in the process, and actively involve families, carers or advocates where appropriate.
- Offer support to individuals who need help to make a complaint, including access to interpreters, culturally appropriate supports, or advocacy services, and promote understanding of external complaint options, such as the NDIS Quality and Safeguards Commission, the Working with Vulnerable People (RWVP) Registration Services - Department of Justice (TAS), or other relevant Tasmanian oversight and complaints bodies.

Staff will:

- Be trained on the complaint's procedure and children's rights as part of induction and ongoing professional development.
- Recognise and respond to all complaints promptly, respectfully, and without bias.
- Help children and young people feel safe to speak up and listen to their concerns with sensitivity and empathy.
- Use feedback to identify service improvements and refer issues to the Continuous Improvement cycle.
- Work with children and their families to find suitable solutions, keep them informed of progress, and explain the outcome of any complaint made.

This policy reflects our organisational commitment to continuous improvement, accountability, and child safety, and will be audited annually.

5.0 Procedure

5.1 Complaint management process

5.1.1 Complaint training and information sharing

We aim to prevent the necessity for complaints; prevention strategies to reduce the complaints include:

- training staff and volunteers in the different ways children and young people express concerns or distress and disclose harm
- establishing and training staff in our Code of Conduct
- ensuring staff and volunteers understand:
 - the Code of Conduct,
 - children and young people's expressions of distress,
 - knowledge of suspicions of real or potential harm,
 - how to assist children and young people in making complaints using the [Complaint Handling Guide: Upholding the rights of children and young people](#)
 - complaints process and outcomes
 - potential outcomes of any breach of the policy or Code of Conduct
- providing information about our services:
 - Easy-read formats for children and young people - Child and Young People Handbook
 - Participant Handbook to family or community members
 - Staff Handbook and training for staff

5.1.2 Complaint management process overview

The process and investigation must adhere to impartiality, privacy, confidentiality, transparency and timeliness. Complaints will not be discussed with anyone who does not have responsibility for resolving the issue. SilaCa Tasmania Pty Ltd must consider any cultural and linguistic needs of a participant and provide the relevant support mechanism, such as an interpreter or similar.

Complainants are provided access to our Complaints and Feedback form, which may be accessed via our website, staff or management. The Complaints Manager will review the individual's needs and assist them using the best means to suit them. Children first are the centre of all actions relating to complaints or grievances.

The variance between individuals requires a personal approach but may include the following:

- offering an advocate
- providing text telephone (TTY) service to people with a hearing impairment
- ensuring the meeting site is wheelchair accessible

- offering independent assistance to read and write to formulate and lodge a complaint
- seek information from the complainant to determine any special requirements (e.g. access or communication).

5.1.3 Resolution Overview

The resolution outcomes from a complaint will recognise that people who make a complaint are generally seeking one, or more, of the following outcomes:

- Acknowledgement:
 - genuinely listening without interruption
 - empathising
 - ensuring the complainant feels comfortable (e.g. being aware that staff may be defensive and consider how this is perceived)
 - acknowledgement of the effect of the situation on the individual
 - resolving to a good outcome
 - notifying regularly and promptly on steps undertaken.
- Answers:
 - clear explanations relevant to the issue, provided ONLY once all the facts are known.
- Actions (Action Plan):
 - what will be done?
 - who will do it?
 - action plan completion date
 - how progress will be communicated to all parties involved
 - oversight of actions.
- Apology:
 - considers the form of the apology and the managerial level of response
 - considers timeliness, sincerity
 - be specific and direct
 - accept responsibility if appropriate and provide information on the cause and impacts
 - explains without excuses
 - provides a summary of key actions to move forward and resolve the issue.

5.2 Complaint process

Figure 1 Complaint Process Overview

Complaints and suggestions can be made by:

- using the Complaints and Feedback Form or the Anonymous Complaints and Feedback Form

- contacting a member of staff, verbally or in writing, our staff must offer to document the complaint on behalf of the participant if required and refer the matter to the Complaints Manager, verbally or in writing
- responding to questionnaires and surveys
- sending an email to our contact email
- attending meetings/care conferences
- contacting external complaint agencies, see 5.5 Unresolved Complaints
- communicating orally, in writing, or by any other relevant means.

Complaints may be made by:

- staff
- children and young people
- participants
- public
- advocates
- family members
- carers
- anonymous person/s.

The Complaints Manager records results in the Complaints Compliments and Feedback Register, allowing input into our continuous improvement processes. The Continuous Improvement Register will record improvements established after the finalisation of the complaint management process.

If a complaint is about:

- Support or services: The Complaints Manager will deal with the complaint.
- Staff member/s: The Complaints Manager will deal with the complaint
- CEO/Manager: An external and independent person or body will be approached to manage.

Conflict of interest may occur if a complaint relates to senior management and the board (where one exists). To manage the real or perceived conflicts, we will:

- identify a real, perceived or potential conflict of interest
- follow the Complaints management process
- notify a senior manager or board member if a complaint is filed against them (unless there has been a confidentiality request)
- provide the individual with an opportunity to respond per the complaints management process.

All staff, children, young people, family and advocates, visiting health professionals, and visitors are informed of our complaints process via:

- welcome information - Child and Young People Handbook, Participant Handbook
- initial access to support meetings
- staff orientation, induction and training
- meetings, reviews and assessments
- participant agreements
- staff agreements
- contractor agreements.

5.2.1 Non-investigation complaint process

All complaints, where possible, will be managed directly and quickly at the point of service unless the complaint requires investigation (see the procedure outlined below). The non-investigation complaint process is as follows:

1. Issue reviewed by the Complaints Manager.
2. The complainant will be consulted, and the issue will be discussed to determine the actions required to resolve the issue. SilaCa Tasmania Pty Ltd will offer complainant support from an independent advocate to reduce stress and anxiety during this process.
3. All available options will be discussed with the complainant and their advocate.
4. Where possible, a collaborative decision is finalised (i.e. acknowledgement, answer, action or apology).
5. The complainant is informed of the decision and the reasons for the outcome.
6. The complainant can seek to review the decision if they are unhappy with the resolution; this may lead to implementing the complaint investigation process.
7. If a complainant seeks a review, a review of the decisions may be resolved quickly by the Complaints Manager repeating the above points (2 to 5).

5.2.2 Verbal complaint was given to a frontline worker

If a frontline worker receives a verbal complaint, they must:

- contact the Complaints Manager at the first opportunity and before the end of their shift
- complete a Complaints and Feedback Form within 24 hrs on behalf of the complainant
- forward the completed Complaints and Feedback Form to the Complaints Manager immediately after completing the form.

The following complaint investigation process is then undertaken.

5.2.3 Complaint investigation process

Step 1. Acknowledge

1. Acknowledge all complaints quickly, within one working day, where possible.

Step 2. Review of the complaint

1. SilaCa Tasmania Pty Ltd will offer the complainant support from an independent advocate to reduce stress and anxiety at the beginning and throughout the process.
2. We will ensure that the child or young person is treated respectfully, courteously and sensitively to promote their safety (staff are appropriately trained and will refer to the [Complaint Handling Guide Upholding the Rights of Children and Young People](#) for guidance).
3. Involve the complainant and their advocate using a consultative process to ensure their voice, views and preferred outcomes are heard and discussed.
4. Determine the outcome the complainant seeks (i.e. acknowledgement, answers, actions or apology). Information will be used to ensure that the complainant's feedback and requirements are at the core of the complaint investigation and management process.
5. Inform the complainant of the following:
 - their right to an advocate and interpreter
 - the stages of the complaint management and decision-making process
 - mechanisms implemented to protect the complainant's privacy
 - their right to complain refer to 5.5. Unresolved Complaints at anytime
 - actual progress and outcomes of the investigation.
6. Determine the type of complaint (i.e. service, support or process).
7. Notify the complainant and their advocate at each investigation stage and seek feedback.
8. If a consultative meeting is required, it will be held conveniently and in a safe environment, as determined by the complainant. The child or young person's record will be checked for a preferred contact for complaints. The child or young person will also be asked if they would like to nominate a staff member from SilaCa Tasmania Pty Ltd who handles complaints to support them.
9. If the complainant is not satisfied with the reportable allegation response from the Complaints Manager and head of our organisation, then refer to 5.5 Unresolved Complaints.

Note: Service provision complaints are referred to the NDIS Commission.

Step 3. Assessing the complaint

1. When assessing a complaint, the Complaints Manager must prioritise the complaint and determine a resolution pathway (where required).
2. After the pathway is established, the complaint will be investigated.
3. Feedback from the complainant or their advocate must be used as part of this process (e.g. consultation meeting data).
4. When the complaint involves allegations of abuse, neglect or criminal conduct, the Complaints Manager will follow the Working with Children Policy and Procedure and the Reportable Incident, Accident and Emergency Policy and Procedure.

5. If the complaint is referred to the police or the Child Safety Service (TAS) by the mandated notifier, then SilaCa Tasmania Pty Ltd will not take any further action concerning the complaint until clearance is provided from these agencies.

Step 4. Investigation and decision making

1. When the complaint is lodged, the Complaints Manager should determine if it is practicable to find an immediate resolution (see 5.2.1 non-investigation complaints process).
2. During the investigation and decision-making process, the Complaints Manager will:
 - keep the complainant informed about each stage of the investigation process only if cleared to do so by Tasmania Police and the Strong Families Safe Kids Advice and Referral Line (ARL)
 - consult with the complainant to gather information about the underlying issue/s
 - analyse antecedents and underlying issues when determining a decision
 - review and approve all written reports and documents before they are sent out to all parties
 - respond to the complainant with a clear decision and any next actions (if any)
 - inform the complainant that they have the right to reject the outcome.

Step 5. After the decision

1. After the investigation and a satisfactory response have been documented, the Complaints Manager will:
 - inform the complainant and their advocate of the decision, including the reason for the decision, and they will provide options for how the complainant can review the decision
 - ensure that the complaint investigation is satisfactorily completed
 - determine if the complainant is satisfied with the outcome
 - follow-up and consult with the complainant/s about any concerns
 - close out the complaint.

5.2.4 Internal appeals

All internal appeal reviews are conducted by a delegated officer who was not involved in the original handling of the complaint. When conducting the internal appeal review, the following will be considered:

- the process adopted during the original complaint handling and whether it was fair and adequate to address all issues raised
- the basis for the decision/outcome made, including all available evidence to support the outcome, and whether the decision/outcome was properly explained to the complainant (including a child or young person if directly involved) or the complaint's subject.

The delegated officer may:

- uphold the original decision
- change the decision
- refer the matter to the Complaints Manager for further investigation of issues raised or for exploring alternative dispute resolution options.

5.3 Review and improvement

SilaCa Tasmania Pty Ltd takes a systematic approach to incorporate a review of all issues raised by a complaint to identify and address any possible systemic issues and determine any continuous improvement actions identified during the complaints process. Management reviews the Complaints Register and Continuous Improvement Register during their meeting to ascertain changes required to policies and procedures to improve practices and ensure a child-first approach to our system.

The review and improvement process includes the following:

- ascertaining preventative actions and continuous improvement
- considering if any systemic issues require addressing
- recording the information regarding the complaint in the Complaints Compliments and Feedback Register
- recording the details of the improvement stemming from a complaint in the Continuous Improvement Register (if required)
- training staff in any new systems or actions
- adjusting policies and procedures
- monitoring the complaint resolution according to the internal audit schedule
- providing feedback to the complainant personally to inform them of the outcomes and influences of their issue raised within our organisation.

5.4 Documentation

All staff are provided training regarding the complaints process during orientation and ongoing training sessions, including Complaint Handling Guide: Upholding the rights of children and young people.

The complaints process is available for children, young people, families, carers and advocates via the information provided in relevant handbooks - Child and Young People, Participant and Staff and through the provision of Easy Read documents (as required).

Documentation of the complaint process is as follows:

- All complaints will be recorded in the Complaints Compliments and Feedback Register.
Information in the register will include the following:
 - complaint details
 - identified issues

- actions are undertaken to resolve the complaint
 - the outcome of the complaint.
- All documents, including the Complaint and Feedback Forms, are uploaded into the computer system.
- Copies of any information provided to the complainant are stored in their relevant file.
- All documents are confidential, and access is only permitted to employees relevant to the complaint. The Complaints Manager determines who is relevant.
- A copy of all complaint documents will be retained in the file for seven years from the record date.
- Statistical and other information will be collected to:
 - review issues raised
 - identify and address systemic issues
- A policy review will occur if legislative changes are determined by a regular or annual internal audit review.

In accordance with NDIS requirements, all complaints, feedback and associated records must be retained for a minimum of 7 years and stored securely in the complaints register.

5.5 Unresolved complaints

Unresolved complaints will be referred to the Complaints Manager for investigation and resolution. Should the complaint not be resolved to the complainant's satisfaction, the complaint will be escalated to a person nominated by the complainant (with the complainant's permission).

When complaints cannot be resolved internally, the complainant may be referred to the following:

- **Health Complaints Commissioner (Tasmania)**
 - Phone 1800 001 170
 - [Health Complaints Commissioner \(Tasmania\)](#)
- **Office of the Public Guardian (Tasmania)**
 - Phone 1800 955 772
 - [Office of the Public Guardian](#)
- **NDIS Quality and Safeguards Commission**
 - Phone: 1800 035 544 (free call from landlines) or TTY 133 677
 - National Relay Service and ask for 1800 035 544.
 - Interpreters can be arranged.
 - An NDIS Complaint Contact Form can be completed online at business.gov.au

Where applicable, complaints may also be escalated to the relevant State or Territory Children's Commissioner, Ombudsman, or Child Protection Authority, particularly where child safeguarding concerns are involved.

5.6 Staff orientation and training

The staff orientation process includes training all employees in complaints and feedback. Our training includes:

- Complaints Handling Guide: Upholding the rights of children and young people
- reporting requirements and contacts details - mandatory notifiers
- providing information regarding SilaCa Tasmania Pty Ltd's complaint and feedback process and procedures (e.g. forms to complete and how to assist participants wishing to make a complaint)
- identifying our Complaints Manager
- accessing complaint information to share with children, young people, families and stakeholders
- support techniques when working with children, young people and families
- encouraging staff to have a positive attitude towards complainants and a commitment to resolving all complaints
- creating an understanding of how feedback and complaints inform and guide our continuous improvement cycle
- understanding timeframes for reporting and resolving complaints.

Additional training will occur when practices and policies are changed due to a complaint or if staff are still unsure how to handle a complaint upon commencing work at SilaCa Tasmania Pty Ltd.

6.0 Related documents

- Complaint and Feedback Form
- Anonymous Complaint and Feedback Form
- Complaints Process Checklist
- Complaints Compliments and Feedback Register
- Continuous Improvement Register
- Continuous Improvement Plan
- Participant Handbook
- Child and Young People Handbook
- Staff Handbook
- Staff Training Record
- Staff Training Plan
- Training Attendance Register - In-house
- Annual Organisational Training Register and Review
- Risk Management Policy and Procedure
- Service Agreement

7.0 References

- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators 2020
- NDIS Act 2013 (Commonwealth)
- NDIS (Procedural Fairness) Guidelines 2018
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- Complaint Handling Guide: Upholding the rights of children and young people
- National Principles for Child Safe Organisation
- Children, Young Persons and Their Families Act 1997 (TAS)

Zero Tolerance Policy and Procedure

1.0 Purpose

The purpose of this policy is to clearly express SilaCa Tasmania Pty Ltd's unwavering commitment to protecting the safety, rights, and wellbeing of all people with disability, including children and young people, who access our services.

We uphold a zero-tolerance approach to any form of abuse, harm, neglect, exploitation, discrimination, or violence. This policy outlines our organisation's commitment to proactively prevent, identify, and respond to concerns and incidents in a way that promotes safety, empowerment, and continuous improvement.

Creating an environment where every person feels safe, supported, and heard is central to our values and operations.

2.0 Scope

The policy applies to all staff who are engaged by SilaCa Tasmania Pty Ltd in any capacity.

3.0 Definition

Term	Definition
Zero tolerance	It refers to an organisational commitment to prevent and respond to all forms of violence, abuse, neglect, exploitation, and discrimination of people with disabilities, including children and young people. It encompasses proactive measures to create a safe environment and mandatory obligations for all workers under the NDIS Code of Conduct to report abuse and uphold participants' rights to dignity, respect, and safety. It aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse, harm and risk of harm of people with disabilities. The aim is to assist service providers in developing positive organisational cultures and practices and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS). Zero tolerance applies to participants regardless of age.

4.0 Policy

SilaCa Tasmania Pty Ltd is committed to upholding all obligations under the NDIS Code of Conduct, the NDIS (Incident Management and Reportable Incidents) Rules 2018, the NDIS Practice Standards and Quality Indicators, the National Principles for Child Safe Organisations, and all applicable state and territory safeguarding and abuse prevention legislation.

Our zero-tolerance approach ensures that no form of abuse, neglect, harm, or exploitation is ever accepted. Every concern raised is acted upon appropriately and sensitively, with participants' safety and wellbeing at the centre of our response.

To support this commitment, SilaCa Tasmania Pty Ltd will:

- Train all staff on their obligations under the NDIS Code of Conduct and relevant safeguarding frameworks, including mandatory reporting responsibilities
- Promote a workplace culture in which the safety and dignity of participants is prioritised at all times
- Equip workers to maintain accurate, up-to-date support documentation and follow best-practice safeguarding strategies
- Respond swiftly and appropriately to all disclosures, suspicions, or indicators of abuse or harm
- Ensure no staff member, volunteer, or participant is ever penalised or silenced for reporting concerns or making a complaint
- Apply disciplinary procedures fairly and in accordance with procedural fairness if staff fail to meet their obligations
- Promote inclusive, culturally safe practices and respect for all people with disability, including those from Aboriginal and Torres Strait Islander backgrounds, CALD communities, LGBTQIA+ participants, and people with complex support needs
- Maintain an open, supportive complaints culture in which participants and their families feel safe to speak up

Staff are expected to:

- Provide services that are free from abuse, exploitation, harassment, or neglect
- Immediately report any concerns regarding abuse or harm, including those that relate to other staff, participants, families, carers, or the community
- Never engage in sexual misconduct or allow such behaviour to go unreported
- Respect participants' rights, cultures, autonomy, and dignity of risk
- Demonstrate integrity, honesty, transparency, and ethical conduct in all professional interactions

This policy is supported by our related documents, including but not limited to the Reportable Incident, Accident and Emergency Policy and Procedure, Complaints and Feedback Policy and Procedure, and Child Safe Environment Policy and Procedure.

5.0 Procedure

SilaCa Tasmania Pty Ltd will train staff to understand and act on a zero-tolerance approach and their mandatory reporting role and ensure that staff appreciate participants are people first, with needs, aspirations, preferences and feelings.

All staff must listen to participants to determine their preferences, aspirations, needs, and supports (where it is safe).

SilaCa Tasmania Pty Ltd will ensure that staff are informed that people with disabilities, children and young people tend to face significantly higher risks of sexual assault and exploitation than the general population. This fact is particularly true for women with a disability. Also, disclosure barriers make it difficult for a person with a disability to report sexual abuse and misconduct. Staff must be sensitive to the symptoms and causes of various types of abuse that affect all participants, including children and young people (see Working with Children Policy and Procedure).

5.1 Reporting abuse or harm

SilaCa Tasmania Pty Ltd acknowledges that reporting harm, risk of harm or abuse is critical to prevent abusive or harmful situations from escalating and recurring among participants.

SilaCa Tasmania Pty Ltd staff who work with participants will report any harm and abuse (zero tolerance) following the reporting procedures outlined in the Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure or Working with Children Policy and Procedure. Staff will refer to the reporting procedures outlined in the Reportable Incident, Accident and Emergency Policy and Procedure when reporting a reportable incident, noting that all real or potential harm or abuse is reportable.

6.0 Related documents

- Child and Young People Handbook
- Code of Conduct Agreement
- Incident Investigation Form
- Incident Register
- Incident Report
- Risk Assessment Form
- Risk Management Plan Register
- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Violence, Harm, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Working with Children Policy and Procedure
- NDIS Worker Screening and Risk Assessed Roles Policy
- Participant Safeguarding Policy
- Complaints and Feedback Policy and Procedure

7.0 References

- NDIS Practice Standards and Quality Indicators 2021
- National Standards for
- Disability Discrimination Act 1992 (Commonwealth)
- Disability Services Act 1986 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Code of Conduct (2018)
- NDIS Quality and Safeguarding Framework
- Australia's Disability Strategy 2021–2031
- National Disability Insurance Scheme Act 2013 (Commonwealth)