

Policy: Care and Protection Policy

Scope

This policy applies to all 360 Health + Community (360 Health) Directors and workers (employees, students, volunteers and contractors.)

Purpose

This policy explains the commitment of 360 Health to ensuring the highest levels of care and protection to clients who access our services and how this will be achieved.

Policy Statement

360 Health aims to provide a safe environment for individuals and their families and carers, and implements practices aimed at preventing any form of harm, maltreatment, neglect or abuse.

Definitions

360 Health	360 Health + Community
CEO	Chief Executive Officer
Client	In 360 Health + Community policies the term 'client' is used and is synonymous with customer, consumer, participant, or anyone in receipt of services, care or support from our organisation.

1. Zero Tolerance to Harm, Maltreatment, Neglect and Abuse.

With regard to care and protection, 360 Health adheres to the following principles:

- Every person has the right to feel safe and receive services in an environment free from harm, maltreatment, neglect or abuse;
- The well-being and protection of the people that we support is crucial when dealing with concerns of harm, maltreatment, neglect or abuse;
- The people that we support are entitled to and receive the same legal and human rights as the rest of the community.

2. Prevention of Harm, Maltreatment, Neglect and Abuse.

With regard to potential harm, maltreatment, neglect and abuse, 360 Health actively creates a culture of prevention by:

- Identifying and monitoring short and long-term issues that may lead to harm, maltreatment, neglect or abuse;
- Informing people who are at risk of harm, maltreatment, neglect or abuse of all available support;
- Encouraging the people that we support to raise concerns relating to potential and actual harm, maltreatment, neglect or abuse and to access support or complaint mechanisms;

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- Educating workers on issues associated with harm, maltreatment, neglect or abuse including personal rights, sexuality and personal relationships, self-protective behaviours, and legislated provisions;
- Maintaining recruitment procedures to a high standard and ensuring that the right workers are appointed through:
 - Pre-appointment screening of new workers, including National Police checks, Working with Children Checks, and, for relevant roles, NDIS Worker Checks;
 - Contacting a minimum of two referees, one must be current or last employer;
 - Placing new workers on a minimum probationary period of six months;
- Ensuring all new workers go through an induction and orientation process and that their performance is regularly monitored during the probation period and beyond;
- Regular appraisal of the performance of all workers.

3. Responding to and Reporting Concerns of Harm, Maltreatment, Neglect or Abuse.

In response to any concerns about harm, maltreatment, neglect or abuse, 360 Health will:

- Determine the immediate risks, and if necessary, act to ensure the safety of the client that we support and family or carers;
- Provide the client we support, and their family/carers/friends where appropriate with information about how 360 Health handles concerns of harm, maltreatment, neglect or abuse;
- Support individuals to exercise their choice wherever possible in a way that meets their communication needs;
- Always maintain strict confidentiality unless required by law.

Information may be withheld from the client or their family or carers or guardian, where there is significant risk to a person's safety and this action is in the best interest of the affected individuals. This decision will be made in consultation with the client's family/ carer/ advocate/or guardian, where identified.

If any 360 Health employee is concerned for a client, (through personal observation, information received, or if they have suspicion that possible harm or maltreatment of an individual has occurred), they must follow incident reporting processes to internal and external stakeholders as soon as possible in line with the 360 Health Incident Management Policy and Procedure and any other legal and regulatory requirements, including that:

- The employee notifies appropriate managers immediately;
- An incident form is completed within 24 hours of notifying the appropriate manager in accordance with the Incident Management Policy and Procedure;
- Appropriate managers will determine how to communicate concerns of harm, maltreatment, neglect or abuse to the client or their family where these concerns arise from observation or information from another person.

When an employee reports a concern of harm, maltreatment, abuse or neglect, the CEO or delegate will:

- Ensure documentation and reporting occurs in line with the Incident Management Policy and Procedure, in a timely manner, and when required, notify the Board of Directors of serious incidents.

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The privacy and confidentiality of all clients of 360 Health is important. However, where risk of harm, maltreatment, neglect or abuse are of concern, there are circumstances that legally require us to provide personal information to government agencies, other organisations or individuals. Where possible, this will only be done with consent of the client. Duty of care obliges us to pass on personal information if the information a client or other person submits to us tells us that:

- A client is being seriously hurt by someone else;
- A client is thinking of seriously self-harming;
- Someone else is being, or is likely to be, seriously hurt by a client or another person;
- It will prevent or lessen a serious and imminent threat to somebody's life or health.

Responsibilities

The **Chief Executive Officer** is responsible for reviewing and endorsing all 360 Health + Community Policies, other than those owned by the **Board of Directors**.

The **Executive Team** is responsible for reviewing and participating in the endorsement process with the **Chief Executive Officer**.

All **Program Managers** are responsible for ensuring all employees adhere to and where necessary trained in the implementation of Policies.

All **Employees** are responsible and accountable for ensuring they follow all relevant policies during the course of their employment.

Legislation and Compliance

This policy has been developed and will be reviewed on a three-yearly cycle. All content will be updated to ensure it is compliant with relevant legislation, standards, rules and guidance.

Related Legislation and Organisational Documents

National Standards for Disability Services Standard 1 Rights,
Disability Services Act 1986 (Commonwealth),
Disability Discrimination Act 1992 (Commonwealth),
Guardianship and Administration Act 1990 (Commonwealth),
Universal Declaration of Human Rights 1949 (Commonwealth),
Clinical Governance Framework,
Incident Management Policy,
Incident Management and Reporting Procedure,
Rights Policy,
Service Delivery Policy

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