

## **SAFEGUARDING PROCEDURE**

This procedure explains how Orange Health will implement its policy for safeguarding both generally and around the people it supports.

### **Planning and support**

Orange Health uses a values-based approach to recruitment to ensure staff are able to contribute to the culture of and human rights, including the right to be free from harm, abuse and neglect. All prospective employees are required to undergo pre-employment screening before being offered a position at Orange Health.

Staff are required to complete mandatory safeguarding training as identified by their manager. Managers and supervisors are required to support the ongoing understanding of staff on issues relating to safeguarding by providing information, professional development and support on a case-by-case basis.

When developing individual safeguarding strategies, the person with disability will be involved in the process, along with others the person with disability identifies as essential.

Safeguard planning must consider the person's situation and their strengths. This includes any potential risks, corresponding safeguards and strategies to build the person's capacity and skills.

A balance needs to be achieved between meeting duty of care responsibilities and the person's freedom to make decisions. Orange Health supports people with disability to make informed decisions and choices including being aware of any risks or consequences recognising that all people learn and grow from trial and error.

If there is an occasion where the person with disability is unable to assess and recognise risks in a particular circumstance, supported decision making should be considered. If this is the case, the nominated representatives should also be involved in the consideration and determination of an individual's safeguards. This is often family members, carers and/or advocates.

During the intake process, Orange Health will ask questions to identify risks. If the client is deemed to be at risk because they live alone, use only one service provider and use only one support worker, Orange Health will take the following additional steps to ensure their safety.

1. Encourage them to use additional services and support workers
2. Provide them with information to make informed decisions
3. Respect their right not to engage additional providers and/or support workers

If the client chooses not to engage with additional services or support workers, Orange Health will

1. Maintain more regular contact by phone, email or zoom, with the client and any other informal support that they may have.
2. Conduct home visits at least every 6 months
3. Record all findings, discussions and home visits in the client file

Handover notes between staff or with other service providers should include formal advice of safeguarding requirements as part of Orange Health's duty of care, subject to any legal privacy considerations and the consent of the person with disability we support.

All staff are required to ensure detailed, accurate and up-to-date records and information are maintained for Orange Health to meet its legal, contractual and mandatory reporting requirements. Orange Health relies on this information, and information from individuals, families, advocates and other key stakeholders to regularly monitor service delivery and inform service review. Information collection and analysis is undertaken to identify early warning signs for overall service improvement and identifies trends in practice and service delivery that could be improved.

Staff members must record any concerns in the individual progress notes and advise their manager. Refer to the incident reporting policy and procedure if an incident report is required. The Safeguards Commission must be notified within 24 hours of all serious incidents and Orange Health must follow the Commission's incident process.

Where an incident occurs, the CEO will make basic enquiries about the factual circumstances of a matter but will not undertake an investigation where the nature of the incident requires police to be notified.

Orange Health staff will advise the CEO immediately if there is a concern or allegation relating to abuse, neglect or exploitation.

### **Responsibilities**

All staff are responsible for safeguarding the wellbeing and safety of people with disability in receipt of service from the organisation. Any staff member aware of any risk to a person with disability, whether that is a concern or a specific incident must report it immediately to their manager.

Managers must record any concern or allegation and follow the relevant procedure to minimise harm and prevent further occurrence or escalation.

The CEO is responsible for the implementation and monitoring of this procedure.

### **Reporting**

Orange Health is mandated to report Serious Incidents. The CEO will complete and lodge a Serious Incident Report with the NDIS Quality and Safeguards Commission (<https://www.ndiscommission.gov.au/>).

### **Reportable Incidents**

Reportable incidents are defined as a certain act or event that needs to have happened (or be alleged to have happened) in connection with the provision of supports or services. This includes the following.

<b>Reportable Incident</b>	<b>Timeframe</b>
The 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 with disability for sexual activity	24 Hours
Use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability	5 Business Days

Orange Health must notify the NDIS Commission of all reportable incidents (including alleged reportable incidents) that occur (or are alleged to have occurred) in connection with the provision of NDIS supports or services delivered. Reporting is required even when you have acted and responded to incidents in accordance with your own incident management system.

Orange Health should use the NDIS Commission Portal 'My Reportable Incidents' page to notify and manage all reportable incidents. When notifying the NDIS Commission of a reportable incident, you must follow the set processes and provide the required information as set out on the 'My Reportable Incidents' page on the NDIS Commission Portal.

The CEO will provide the Director with a report outlining any changes required in policy and/or practices to prevent similar incidents from occurring again.

**Review and evaluation**

Any time there are concerns or allegations about abuse, neglect or harm, once the risk or incident has been responded to, Orange Health will explore opportunities to reduce the risk of the same thing happening again. The CEO will engage with relevant stakeholders including the affected person, families, advocates and staff to identify any strategies, systems, process or practice improvements that could be applied.

This procedure is reviewed where improvements in practice are identified through internal or external monitoring of best practice. Orange Health routinely monitors for any changes to the National Disability Insurance Scheme Quality and Safeguarding Framework and State Government policy and guidelines on safeguarding.

Any breach of this policy or procedure by staff, Directors and volunteers will render the person liable to disciplinary action, and/or criminal proceedings.

The Director or CEO shall consider and decide at what time disciplinary procedures shall be commenced, if the matter relates to staff negligence.

### **Approvals**

Date of approval: 3 March 2021

Date of review: 3 March 2021

Signature of CEO:

A handwritten signature in black ink, appearing to be "A. Smith", written over a horizontal line.