

Consistent with our values - Community Focus, Resident Focus, Accountability, Simplicity – we will actively uphold the human rights, safety and wellbeing of our residents. We have a zero-tolerance approach to all forms of abuse, neglect, and substandard care. Safeguarding those who are vulnerable is our responsibility.

Any person who becomes aware of, suspects, or receives an allegation of abuse, neglect, or substandard care that has or may have caused harm to a resident has a duty to report the matter immediately

We are committed to the prevention of harm to our residents, and to upholding their human and aged care rights. We will maintain appropriate systems and processes to mitigate the risk of harm occurring to our residents. All team members, volunteers, and others working with us will advocate for our residents, and encourage and empower our residents to self-advocate.

Our Aim

To always promote the wellbeing and human rights of our residents and to provide safe, effective and high-quality care and services.

Prevention

We will:

- Create and maintain a person-centred, positive culture of respect and zero tolerance to abuse, neglect and substandard care in any form
- Mitigate risk and promote safety in our services with clear policies, procedures and systems
- Never knowingly employ anyone who poses a risk to the safety of others, and immediately remove anyone who poses a risk to the safety of our residents
- Provide team members with information, training, and clear expectations of behaviour and standards in our code of conduct, values, and policies and procedures

Identification

We will:

- Advocate for safeguarding within our community with a focus on preventing, understanding, identifying and responding to abuse, neglect and substandard care effectively
- Empower and encourage our community to speak up about any concerns, without fear of any form of retribution
- Provide different communication options to assist those who may experience communication difficulties
- Provide information, training, instruction, supervision and strong leadership to support our team members in identifying, and responding to abuse, neglect and harm appropriately

Response

We will:

- Respond quickly and effectively to:
 - any potential for, or suspicion or allegation of, abuse or neglect
 - any situation that has, or could have, resulted in harm to a resident
- Immediately act to safeguard our residents. This may involve seeking emergency assistance from police or ambulance, offering physical and emotional support or treatment, engaging communication supports, and seeking advice from independent advocates

- Fully and thoroughly investigate all serious incidents and near misses, with senior positions retaining responsibility for investigations and actions to prevent recurrence. Should an allegation or suspicion involve a senior position, we will engage independent external investigator
- Notify the Aged Care Quality and Safety Commission within required timeframes
- Maintain contact with, and involve, the resident, the resident's family of choice, advocates and other supporting people at the resident's request
- Seek opportunities to learn from all investigations and to improve the safety, quality and effectiveness of care
- Respect the privacy and confidentiality of those involved in matters relating to abuse and neglect
- Comply with all relevant legislative, regulatory and legal requirements

Responsibility and accountability

- All team members are responsible for safeguarding our residents
- The Managing Director is responsible for the development and implementation of systems and supports to protect, uphold, and safeguard the rights of our residents, and to respond effectively to any suspected or potential infringement upon those rights
- The Board is accountable for the effectiveness of our safeguarding systems and processes