

## Reporting Abuse & Neglect Procedure

Drafted by	Annette Demack	Approved by Board on	26-9-2018
Responsible person	Annette Demack	Scheduled review date	September 2020

### Purpose

The Reporting Abuse and Neglect Procedure aims to provide Conductive Education Queensland staff with the means to respond quickly and appropriately to allegations of abuse and neglect.

### Scope

This Policy applies to every person using Conductive Education Queensland's services.

### Duties, Responsibilities and Reporting

The Managing Director is responsible for ensuring Conductive Education Queensland and Conductive Education Queensland staff are compliant with this policy.

All Conductive Education Queensland Staff and everyone who uses Conductive Education Queensland's services are responsible for carrying out this policy.

### Procedures

#### Receiving a report of abuse or neglect

Some people with disability can be vulnerable and susceptible to abuse and neglect by others. Abuse may be perpetrated by a member of staff, another person with disability, family, friends or strangers. A report of abuse may be received from:

- A person with disability using any communication method.
- Another person with disability, member of staff or any other person, who may witness abuse of the person and make a report.
- Staff, a family member, or others who know the person well upon observing one or more indicators of abuse, suspects that a person or people with disability have been or are being abused or neglected.

## **Immediate Response**

When abuse and neglect is identified or disclosed, the immediate response is to protect the person and others from further harm. The following procedures must be followed when abuse of any sort towards a person is known or suspected. Refer the flowchart below for immediate response procedures.

Failure to act immediately on knowledge of abuse and neglect, or identified risks to the welfare and safety of a person, is a breach of duty of care. Failure to act can lead to disciplinary action, and the involvement of external authorities such as the Police or Ombudsman.

## **Contact Emergency Services – Call 000**

### **Ambulance**

If the person sustains an injury as the result of an assault, call the Queensland Ambulance Service on 000. Call 106 for the text-based emergency relay service for people who have a hearing or speech impairment.

If the person is injured apply first aid until the Ambulance arrives if you are qualified to do so.

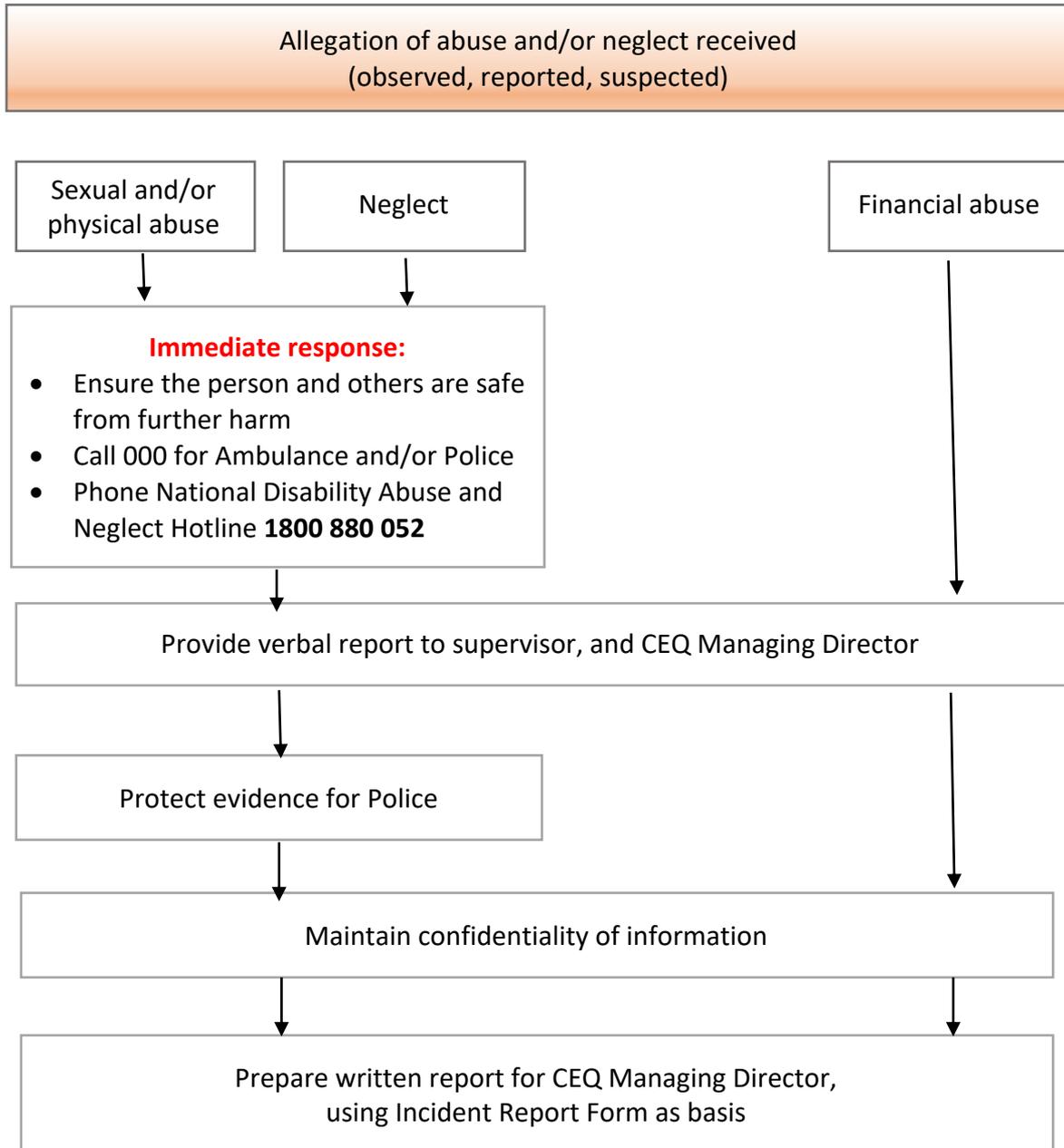
**Police.** Sexual and physical assaults of a person are serious offences and must be reported to the Police. When a person has been assaulted or is in immediate danger of an assault the Police must be called on 000.

A report of domestic violence that doesn't involve a sexual or physical assault must be reported to a manager as soon as possible. For instance, reporting to a manager abuse by neglect, the use of unauthorised restricted practices, emotional, financial and systems abuse. Depending on the circumstances however, it may be appropriate to report abuse other than sexual or physical assault to the Police as well as a manager.

### **Protecting evidence**

- Staff at the scene must use their best endeavours to ensure that any evidence the Police may require in their investigation is not disturbed.
- Evidence may be lost if a victim of sexual assault bathes soon after the assault. Try and delay bathing until the Police arrive if the victim is not distressed by the delay.
- If possible, preserve the victim's clothing as evidence following an assault of any type.
- If possible, isolate the area where the incident occurred and do not allow anyone to enter the area until the Police arrive.

## **Immediate response flowchart**





## **Roles and responsibilities**

Staff or line managers at the scene must ensure that the person (the victim) is protected from any further harm or contact with the person who caused the harm (the alleged offender).

Staff who are present at the time of an assault should take appropriate measures to maintain their own safety, and that of others.

Staff or line managers at the scene must contact the Queensland Police immediately if a person has been physically or sexually assaulted or dies as the result of an assault. Inform the Police that the person, whether the victim or alleged offender, is to be treated as a 'vulnerable person'. The Police are then obliged to arrange a support person to be present prior to an interview taking place.

Staff or line managers at the scene must also contact the local Sexual Assault Service if a person has been sexually assaulted.

The National Disability Abuse and Neglect Hotline (the Hotline) **1800 880 052** exists to provide support to you or someone you may care for to report abuse and neglect of people with disability.

If it is witnessed or suspected that a member of staff has abused a person or a group of people, the line manager or 'on call' line manager must be informed immediately.

If it is suspected that the line manager is involved in the abuse the matter must be reported immediately to Managing Director immediately.

When one person with disability is the suspected or known source of abuse towards another, staff must ensure that the rights of both people are observed during the response and reporting processes.

Any decisions made in relation to managing the incident must be fully documented for future reference, along with the reason for the decision and the name and contact details of the person making the decision.

Where management believes that a member of staff is the source of abuse of a person the matter must be referred to the Queensland Police.

A member of staff who is suspected of abusing a person with disability must not be permitted to have any unsupervised contact with the person.

Any cases of suspected abuse and neglect by a member of staff must be reported to the Managing Director.

When there is an allegation of financial abuse, the manager must notify the person, family, guardian or the administrator of the person's finances. The matter may be reported to the Queensland Police.

As far as possible, the manager will ensure a support worker reporting an allegation of abuse is safe from retribution. As far as possible, the manager will ensure the principles of procedural fairness are applied when a decision is being made.

### **Privacy and confidentiality**

All staff members who are in contact with the victim or the alleged offender will maintain confidentiality of information relating to the incident.

### **Record keeping**

Comprehensive and accurate documentation is to be maintained in the interests of all parties to ensure accountability and transparency in decision making.

A detailed written report should be completed as soon as possible to ensure it is an accurate record of the incident. The report should include:

- the nature and extent of the incident
- a description of the incident completed as soon after the event as possible and being an exact record of the events
- additional reports written by other witnesses or persons present at the time the incident occurred
- the name and contact details of all those involved, particularly in relation to decisions that are made as a result of the incident
- the response provided to the person making the allegation
- the date and signature of the person making the report
- ongoing actions required to resolve the matter and
- the outcome, although, depending on the nature of the incident an outcome may be delayed.

### **Managing risk**

The manager and staff must assess the risk of further incidents and update any risk management checklists pertaining to the event and the people involved.

## **Authorisation**

Annette Demack  
Managing Director  
26 September 2018