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| PREVENTION OF AND RESPONDING TO ALLEGATIONS OF ABUSE, ASSAULT OR NEGLECT OF MID NORTH SA SUPPORT COORDINATION’S CLIENTS POLICYDEB SELWAY, PHDSOLE TRADERNDIS SUPPORT COORDINATORABN: 85015119535ABN: 8501511053MID NORTH SASUPPORTCOORDINATION |
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PREVENTION OF AND RESPONDING TO ALLEGATIONS OF ABUSE, ASSAULT OR NEGLECT OF MID NORTH SA SUPPORT COORDINATION’S CLIENTS POLICY

The purpose of this policy is to develop an organisational culture of prevention, reporting, and a consistent and fair approach by staff in responding to allegations of abuse, assault or neglect of Mid North SA Support Coordination clients, which are not tolerated at Mid North SA Support Coordination. Mid North SA Support Coordination is educating and responding effectively to allegations of client assault, abuse or neglect. In doing so, Mid North SA Support Coordination will follow the Response (to allegations of assault, abuse or neglect of Mid North SA Support Coordination’s clients) by upholding the following key principles:

**Key principles**

* Mid North SA Support Coordination will provide an organisational culture of support for all clients that is free from abuse, assault and neglect.
* Mid North SA Support Coordination will ensure that there is an appropriate safeguarding framework in place, designed to prevent abuse, assault and neglect, and otherwise to safeguard the rights and wellbeing of all clients.
* Mid North SA Support Coordination will maintain procedures that are in its response to alleged incidents of abuse, assault or neglect, including mandatory reporting to external agencies.
* Mid North SA Support Coordination will support its workforce to be aware of their responsibilities to report allegations of abuse, assault and neglect, including awareness of the different ways to report such alleged incidents.
* Clients who have been, may have been, or are thought to have been the subject of abuse, assault or neglect will be treated with the utmost respect and care, and assisted in the processes that are required to be undertaken consequently upon incidents of alleged or actual abuse or assault, particularly a sexual assault. This includes the right to receive prompt and effective counselling, appropriate medical services and prevention from further harm. Access to an advocate can be facilitated for an impacted person where allegations of abuse, assault or neglect have been made.
* Mid North SA Support Coordination will ensure any restrictive practices, are only used when in the best interest of the Clients as authorised by the NDIS Quality and Safeguards Commission Guidelines (see https://www.ndiscommission.gov.au/regulated-restrictive-practices)
* Mid North SA Support Coordination will follow the Australian common law presumption of innocence, until fact-finding proves otherwise, in its investigations of allegations.