



SAFEGUARDING FOR PARTICIPANTS POLICY

1. PURPOSE

Lift Up Voices is committed to promoting and protecting individual rights. This policy outlines the role of safeguarding supports and mechanisms to promote, enhance and protect participants':

- Human rights;
- Decision making, choice and control;
- Safety and wellbeing, and
- Citizenship and quality of life.

Lift Up Voices is dedicated to providing an environment where people with disability to whom it provides services are protected from abuse, neglect or harm and where staff work according to our organisational values.

This policy guides staff to support people to exercise their rights and exercise choice and control over their services. This policy supports the NDIS Practice Standards, *Provider Governance and Operational Management* Core Module and National Standards for Disability Services, in particular Standard 1: Rights.

2. SCOPE

This policy applies to the Directors, staff members and volunteers of Lift Up Voices.

3. PRINCIPLES

- Safeguarding improves safety and wellbeing, while imposing the least possible restriction on an individual and their choices.
- Safeguards are responsive to the individual's circumstance and are relevant to the risk within these circumstances. These factors may change over time.
- Every person should be supported to develop their individual skills and capacity and be involved in determining their own safeguards.
- People who need and want support to make decisions will be supported to exercise choice.
- Safeguards can be informal or formal and work at an individual and/or organisational level.

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4. DEFINITIONS

Safeguarding: actions designed to protect the rights of people to be safe from the risk of harm, abuse and neglect, while maximising the choice and control they have over their lives.

5. PROCEDURES

Lift Up Voices will provide safeguarding supports and mechanisms to participants who are vulnerable and whose human rights or individual outcomes are at risk of being compromised. Safeguards will include preventative and reactive responses to minimise an individual's vulnerability and risk, and will include the following strategies:

- Involvement of participants (and others as appropriate) in the determination and review of their own safeguards during the individual consultation process, including strategies to enhance individual skills and capacity to minimise vulnerability and risk.
- Supporting and empowering participants to make informed choices and decisions about their own life.
- Supporting and maximising the role of the participants' family, friends, carers and advocates in safeguarding.
- Providing accessible information to participants, their families, friends, carers and advocates, and the general community on rights and available safeguards.
- Training and developing employees, contractors and staff members in determining individual vulnerability risk, duty of care and dignity of risk, and determining and facilitating the implementation of the range of safeguarding strategies available.
- Providing an effective complaints and feedback mechanism so that complaints are dealt with fairly, promptly, confidentially and without retribution.
- Adhering to all mandatory reporting requirements.
- Monitoring service provision to detect deficits in safeguarding practices.
- Maintaining an effective incident reporting system to ensure timely and appropriate responses to individual incidents, identifying trends and areas requiring review and improvement.

6. 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 a Director.

Directors must record any concern or allegation and follow the relevant procedure to minimise harm and prevent further occurrence or escalation. Directors are also responsible for the implementation and monitoring of this policy.

7. REVIEW

Any time there are concerns or allegations about abuse, neglect or harm, once the risk or incident has been responded to, Lift Up Voices will explore opportunities to reduce the risk of recurrence. Lift Up Voices

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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 policy is reviewed annually or sooner where improvements in practice are identified through internal or external monitoring of best practice. Lift Up Voices 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.

RELATED POLICIES

Code of Conduct Policy
Compliments, Complaints and Feedback Policy
Incident, Response, Report and Investigation Policy
Occupational Safety and Health Policy
Risk Management Policy
Safeguarding for Participants Policy

SUPPORTING DOCUMENTS

Code of Conduct Staff Commitment Form
Complaints Register
Incident Management Report Form
Risk Assessment Checklist

RELEVANT LEGISLATION OR STANDARDS

Disability Discrimination Act
National Disability Insurance Scheme Act (2013)
NDIS Practice Standards and Quality Indicators (2020)
National Disability Insurance Scheme Quality and Safeguarding Framework
National Disability Insurance Scheme Rules
National Standards for Disability Services, Standard 1: Rights
United Nations' Convention on the Rights of Persons with Disabilities (2006)
Work Health and Safety Act 2012 (SA)

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