P011 – Abuse

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| Version | Approved: | Comments | Next review date |
| 1.0  1.1 | 1/09/2016  14/05/2019  14/05/2020 | Update re NDIS Commission registration  Review | 01/09/2019  01/09/2020  01/09/2022 |

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| Applies to: |
| All staff |

# PURPOSE

First Call Nursing will strive to prevent abuse in the workplace by adhering to the following policies and procedures.

# POLICY

Response to abuse is prompt, appropriate and in accordance with clearly documented procedures. The response should include appropriate reporting to the Service Provider, NSW police, and the provision of medical care, including to hospital by an ambulance and referral to a Sexual Assault service if the assault is of a sexual nature.

If the victim is unable to give consent, the family, carer, advocate or other support person are notified of the incident as soon as possible.

If it is appropriate and the victim has given consent, the family or carer or other support person are informed of the allegation of abuse as soon as possible after the report is made.

All aspects of the incident are documented in accurate written accounts F017 - Incident / Complaint Form (Accident/Near Miss), including any follow up actions and recorded on First Call Nursing database. The database, under the client’s and Care Staff’s name. Also the Incident Register and Risk Management Register.

## Responding to Abuse of a client

* All allegations and incidents of abuse are reported to management by phone and are followed by documentation (F017)
* This information is immediately conveyed to the Service Provider/Case Manager via phone and followed by the documentation.
* All reasonable steps are taken to ensure the client is protected from further harm by preventing contact with the alleged offender where possible.
* The rights of the worker and responsibilities of First Call Nursing are adhered to in accordance with the appropriate legislation.
* All documentation is recorded on the First Call Nursing database, Incident Register and Risk Management Register.

## Responsibilities

* First Call Nursing’s response process does not compromise any investigation by the NSW Police or other external agencies.
* First Call Nursing staff and witnesses cooperate with the investigations of NSW Police and other agencies as required.
* When/if necessary, clients are assisted by an independent support person (advocate) during their contact with the NSW Police and/or other agencies.
* The roles and responsibilities of First Call’s Management and Staff in responding to a report or allegation of abuse are documented and clearly defined.

## How to Respond

EMERGENCY – DIAL **000**

When a client or another person has been assaulted or in immediate danger of an assault, the **NSW Police** must be called.

If a client or another person sustains an injury as the result of an assault, the **NSW Ambulance Service** must be called.

In compliance with NSW law, FCN has adopted the following mandatory external reporting requirements:

* Any allegation of a criminal offence by a staff member against a client MUST be reported to the Police.
* Any allegation of a sexual offence or serious physical assault by a client against other client MUST be reported to the Police.
* Where a child is at risk of significant harm, there must also be a report to the FACS Child Protection Helpline.

## Other Contacts

**AUSTRALIAN NATIONAL DISABILITY ABUSE AND NEGLECT HOTLINE**

Telephone contact: **1800 880 052** or TTY **1800 301 130**

**AGED CARE – Home Care Packages**

Telephone contact: **1800 353 374**

The National Disability Abuse and Neglect Hotline is an Australia-wide telephone hotline for reporting abuse and neglect of people with disabilities using government funded services. Allegations are referred to the appropriate authority for investigation.

VICTIMS OF CRIME BUREAU

Telephone contact: **02 8688 5511** or **1800 633 063** or TTY **1800 555 677** ask for **1800 633 063**

The Victims of Crime Bureau is a NSW Government agency that offers support to people who are victims of crime. The Victims of Crime Bureau aims to ensure that its assistance is accessible to all victims of crime, including those with disabilities.

For more information SEE SAVED PDF RE ABUSE POLICY FROM ADHC please note pages 20 to 22 for FLOWCHARTS

# DOCUMENTS

F017 - Incident / Complaint Form (Accident/Near Miss)

**F017 - INCIDENT / COMPLAINT FORM**

**(ACCIDENT/NEAR MISS)**

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| **Staff Member:** |
| **Name of person reporting:** |
| **Time & Date of Complaint/Incident:** |
| **Nature of Incident** – please give a detailed report of the complaint/incident |
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| **Staff Member signature:** |
| **Name & Contact number of Witness:** |
| **Incident reported to:** |
| **Signature of person receiving report:** **Date:** |
| **Describe how the issue was resolved and what action was taken:** |
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| Is counselling required? |
| **Signed:** (Managing Director, Co-ordinator) **Date:** |

The person/employee filing this incident/complaint report will be given a copy after it is signed off on behalf of First Call Nursing.