



## SAFEGUARDING CHILDREN AND VULNERABLE ADULTS - RESPONDING TO ABUSE, NEGLECT & EXPLOITATION POLICY ADDENDUM

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Related policy	<p>Archdiocesan – Code of Ethical Behaviour for Employees and Volunteers Who Work in the Service of the Church</p> <p>Archdiocesan Policy – Whistleblower Policy</p> <p>Archdiocesan Employment Guidelines – Code of Conduct Policy</p> <p>Archdiocesan Employment Guidelines - Grievance/Complaints Resolution</p> <p>Archdiocesan Employment Guidelines - Staff Separation Including Counselling/Discipline Policy</p> <p>Archdiocesan Employment Guidelines – Police Investigations Policy</p> <p>Centacare Privacy Policy</p> <p>CCS Policy Addendum – Safeguarding Children and Vulnerable Adults - Preventing Abuse, Neglect and Exploitation</p> <p>CCS Policy – Complaint Handling</p> <p>CCS Policy – Critical Incident Reporting</p> <p>CCS Policy – Duty of Care</p> <p>CCS Policy – Incident Reporting and Investigations</p> <p>CCS Policy – Locking of Doors and Windows as the Least Restrictive Way of Supporting an Adult with an Intellectual or Cognitive Disability Safely</p> <p>CCS Policy – Operational Policy Restrictive Practices (Full Legislative Scheme)</p> <p>CCS Policy – Positive Behaviour Support</p> <p>CCS Policy - Preventing and Responding to Fraud</p> <p>CCS Policy – Restrictive Practices Framework - Consultation and Engagement with Clients, their Support Networks and Others</p> <p>CCS Policy – Short Term Approval for the use of Restrictive Practices in Disability Services</p>
Authority	<p>Archdiocesan Policy - Safeguarding Children and Vulnerable Adults Prevention and Protection</p> <p>Towards Healing – Principles and procedures in responding to complaints of abuse against personnel of the Catholic Church in Australia January 2010</p>

### PURPOSE

The purpose of this Policy Addendum is to articulate the Principles and the associated Procedures implemented by Centacare Community Services in order to apply the Archdiocesan Policy Safeguarding Children and Vulnerable Adults Prevention and Protection as it relates to responding to suspected and actual abuse, neglect and/or exploitation of clients of Centacare Community Services.

Centacare Community Services recognises that individuals with a disability, children and older individuals may be more vulnerable to abuse, neglect and/or exploitation and may have decreased capacity to respond to abuse and/or instances of neglect/exploitation.

As an agency of the Archdiocese of Brisbane – Centacare is committed to adopting and operating in alignment with the following:

*..for it is to such as these that the kingdom of God belongs.*

Mark 10:14

***Children, young people and vulnerable adults are a gift from God with an intrinsic right to dignity of life, respect and security from physical and emotional harm. They are to be treasured, nurtured and safeguarded.***

This means that everyone in the church must ensure that the fundamental rights of children, young people and vulnerable adults are respected. This will be achieved through the development of respectful relationships and a commitment to safety embracing appropriate boundaries, behaviours and practices, in accordance with the Archdiocese of Brisbane *Code of Ethical Behaviour for employees and volunteers who work in service of the Church* as well as adherence to the legislative imperatives of the State.

*- Archdiocese Safeguarding Children and Vulnerable Adults Policy*

## SCOPE

This Policy Addendum applies to all Centacare Community Services.

This Policy Addendum applies to:

- *Abuse including Physical, Emotional/Psychological, Cultural and Sexual Abuse;*
- *Neglect;*
- *Exploitation;* and
- *Historical Abuse, Neglect and/or Exploitation.*

This Policy Addendum sets out the actions that will be taken where there is suspected, alleged, disclosed or witnessed abuse, exploitation and/or neglect:

- of a client by another client;
- of a client by a worker (staff member, volunteer, contractor);
- of a client by a family member/advocate/guardian or other person in the client's circle/network;
- of a client by a stranger (a member of the community who is not someone in the client's life);
- historic abuse by the Church or by Centacare or a related service.

The following types of abuse, neglect and exploitation are outside the scope of this Policy Addendum:

<b>Outside the Scope of this Policy Addendum:</b>	<b>Refer to:</b>
abuse of a worker by another worker:	<ul style="list-style-type: none"> <li>• Archdiocesan Employment Guidelines</li> <li>• Archdiocesan Managing Work Health and Safety Risks</li> </ul>
concerns that a worker is subject of <i>domestic or family violence</i> :	<ul style="list-style-type: none"> <li>• Archdiocesan Employment Guidelines</li> </ul>
abuse of a worker by a client:	<ul style="list-style-type: none"> <li>• Archdiocesan Managing Work Health and Safety Risks</li> <li>• CCS Policy and Procedure - Incident Reporting and Investigation</li> <li>• CCS Policies and Procedure – Positive Behaviour Support</li> <li>• CCS Policies and Procedures re Restrictive Practices</li> </ul>
abuse of adult who is not a client by a client:	<ul style="list-style-type: none"> <li>• Archdiocesan Managing Work Health and Safety Risks</li> <li>• CCS Policy and Procedure - Incident Reporting and Investigation</li> <li>• CCS Policies and Procedure – Positive Behaviour Support</li> <li>• CCS Policies and Procedures re Restrictive Practices</li> </ul>
abuse of a child who is not a client of Centacare	<ul style="list-style-type: none"> <li>• Archdiocesan Safeguarding Children and Vulnerable Adults Policy</li> </ul>

## POLICY DESCRIPTION

Centacare Community Services will not tolerate any form of abuse, neglect and/or exploitation of a client and will respond to allegations, disclosures, suspicions or actual incidents of abuse, neglect and/or exploitation in a way that:

- is client focused and prioritises client safety;
- takes into account the potential of ongoing risk to the client and other/future clients;
- for a child, the safety of a child is always the most important consideration;
- for an adult:
  - is respectful of an adult client's right to self-determination, and at the same time mindful of the capacity of that client to make decisions and take action to protect themselves;
  - balances respect for the obligation of confidentiality (between the organisation and an adult client) with the possible consequences of not acting;
- is culturally appropriate;
- recognises the importance of preserving a client's familial or other relationships, their cultural and linguistic environment and the relationship between the organisation, its staff and the adult and their family;
- offers legal and law enforcement options and supports access to these options; and
- complies with Centacare's legislative obligations.

**PRINCIPLE 1:**

All Centacare Community Services employees and volunteers will respond appropriately to alleged, disclosed, suspected or witnessed abuse, neglect and/or exploitation.

**PROCEDURE:**

1.1 An employee responsible for the client at the time an incident occurs or when it is reported must respond to the immediate needs of the individuals involved and re-establish a safe environment.

1.2 If an emergency response is required:

- a) worker safety is paramount and all interventions need to be activated after taking worker safety into consideration;
- b) where necessary implement measures to ensure the safety of others, including, where the alleged perpetrator is a client, the safety of that client;
- c) if required:
  - administer first aid;
  - contact emergency services (by phoning 000) and follow any additional instructions provide by emergency services.

1.3 The recipient of a disclosure of abuse, neglect and/or exploitation should:

- a) maintain a supportive and neutral approach;
- b) listen carefully, support the person making the disclosure and thank them for helping the listener to understand;
- c) reassure the individual it is right to tell someone about this;
- d) give full attention to the person making the disclosure and let them take their time;
- e) let the person making the disclosure use their own words;
- f) accept the person making the disclosure will only disclose what they are comfortable to discuss and recognise the strength of the person for talking about something difficult;
- g) reassure the person making the disclosure that there will be no retaliation or retribution;
- a) clearly explain that the recipient of the disclosure has an obligation to report the disclosure to their line manager;
- h) not make promises that cannot be kept, including promising not tell to anyone else;
- i) not confront the accused; and
- j) not conduct an investigation, interrogation or questioning of the accused.

1.4 All workers are required to practice within the limits of their role and the decision making level associated with their position; this may include not overstepping professional boundaries, intervening or giving advice.

**PRINCIPLE 2:**

All Centacare Community Services workers have a duty of care to report all alleged, suspected or actual instances of abuse, neglect and/or exploitation.

**PROCEDURE:**

2.1 A worker (employee or volunteer) who becomes aware of an alleged, disclosed, suspected or actual instance of abuse, neglect and/or exploitation of a client must:

- a) immediately report it to either a line manager or, if after hours, the After Hours/On Call Service;
- b) as soon as possible, and within 24 hours, document what they have been told, heard or observed in as much detail as possible, dating and signing the notation and adding this record to a completed Incident and Hazard Report;
- c) follow the CCS Policy and Procedure - Incident Reporting and Investigation and where relevant the CCS Policy and Procedure – Critical Incident Reporting;
- d) employ additional confidentiality and privacy measures when submitting reports which may include:
  - hand delivering the report;
  - password encrypting the document before emailing and providing the password separately; and/or
  - notifying the recipient prior to faxing the report to ensure it is appropriately received.

2.2 While it is an organisational requirement that all alleged, disclosed, suspected or actual instances of abuse, neglect and/or exploitation of a client must be reported immediately to a Line Manager, a worker who has reasonable concerns that making such a report may lead to reprisal or retaliation against them or a client may report their concerns to any other Service Manager or CCS Director or the ADS Whistleblower Governance Officer. A worker who has reasonable fear that this option may lead to reprisal or retaliation against them or a client should contact STOPline:

Telephone	1300 304 550
Email	<a href="mailto:AOB@stoline.com.au">AOB@stoline.com.au</a>
Mail	Archdiocese of Brisbane c/o STOPline Pty Ltd Locked Bag 8 HAWTHORN VIC 3122
Web	<a href="http://www.bnecathoclic.stoplinereport.com">www.bnecathoclic.stoplinereport.com</a>

2.3 When reporting “reportable conduct” as defined in the Archdiocesan Whistleblower Policy a worker may be entitled to the protections set out in that Policy.

2.4 Failure to report an allegation, disclosure, suspicion or actual instance of abuse, neglect and/or exploitation is a breach of a worker’s duty of care responsibilities.

2.5 Confidentiality will not be an excuse for failure to report as the obligation of confidentiality exists between the organisation and the client

**PRINCIPLE 3:**

Notification of alleged, disclosed, suspected or actual instances of abuse will be escalated to an appropriate officer (the CCS Responsible Officer) within Centacare to coordinate Centacare's response.

**PROCEDURE:**

3.1 All Line Managers and After Hours/On Call Services who receive a report from a staff member or volunteer of alleged, disclosed, suspected or actual instances of abuse, neglect and/or exploitation of a client must:

- if the notice is received After Hours and there is no immediate/ongoing danger, advise the relevant Service Manager as early as possible the following day;
- in all other cases immediately advise the Service Manager.

3.2 Service Managers will immediately:

- assess the nature of alleged, disclosed, suspected or actual instances of abuse, neglect and/or exploitation against the Matrix in Schedule 1 of this Policy and Procedure;
- determine who will be the CCS Responsible Officer for the Incident;
- provide immediate verbal advice to the CCS Responsible Officer;
- forward the Incident Report to the CCS Responsible Officer within 24 hours of receiving it; and
- ensure the Incident is entered in the Incident Register in accordance with CCS Policy and Procedure – Incident Reporting and Investigation.

3.3 The CCS Responsible Officer will coordinate the CCS response as set out in Schedule 2 of this Policy and Procedure.

**PRINCIPLE 4:**

Centacare Community Services will safeguard the rights and safety of clients and persons who report an incident of abuse, neglect and/or exploitation.

**PROCEDURE:**

4.1 The CCS Responsible Officer must work with the Service Manager, the alleged victim and other people in that person's network to implement reasonable steps to ensure their rights and safety including avoiding contact between the individual and the alleged offender. These steps should be mindful of, and sensitive to, the preferences of the alleged victim and may include:

- a) consultation with the alleged victim and their support network about their concerns and preferences for ongoing service delivery and, if the alleged victim prefers, consideration of alternative service delivery or options;
- b) supervision of the alleged offender's interactions; and/or

c) depending on the circumstances, immediate relocation, redeployment or suspension of duties for an alleged offender who is a staff member or volunteer.

4.2 Clients who makes an allegation or disclosure of abuse, neglect and/or exploitation or who experience abuse, neglect and/or exploitation should be assisted to access counselling and/or debriefing services and, if required, referred for additional services (where available).

4.3 Workers who report allegations, disclosures, suspicions or observations of abuse should be provided with ongoing support and/or assisted to access counselling and/or debriefing services, including, for staff, access to the Employee Assistance Program (EAP) and where the worker has reported “reportable conduct” the Whistleblower Protection Officer.

4.4 All workers who are involved in reporting and/or the response to an alleged, disclosed, suspected or observed incident must, where possible, safeguard and protect the confidentiality of the person making or reporting the disclosure.

4.5 CCS workers must not take any retaliatory action against a person making a report of abuse, neglect and/or exploitation.

#### **PRINCIPLE 5:**

To the extent that it is able, Centacare Community Services will ensure appropriate action is taken in response to substantiated allegations of abuse, neglect and/or exploitation.

#### **PROCEDURE:**

5.1 The Queensland Police Service will be notified of any suspected illegal activity.

5.2 Where allegations of abuse, neglect and/or exploitation by an employee are substantiated Centacare Community Services will take appropriate disciplinary action in accordance with the Archdiocesan Staff Separation including Counselling/Discipline Policy.

#### **SUPPORTING DOCUMENTS**

- CCS Procedure – Complaint Handling
- CCS Procedure – Critical Incident Reporting
- CCS Procedure – Duty of Care
- CCS Procedure – Incident Reporting and Investigation
- CCS Procedure – Locking of Doors and Windows as the Least Restrictive Way of Supporting an Adult with an Intellectual or Cognitive Disability Safely
- CCS Procedure – Operational Policy Restrictive Practices (Full Legislative Scheme)
- CCS Procedure – Positive Behaviour Support
- CCS Procedure – Prevention and Responding to Fraud
- CCS Procedure – Restrictive Practices Framework - Consultation and Engagement with Clients, their Support Networks and Others

- CCS Procedure – Short Term Approval for the use of Restrictive Practices in Disability Services

## COMPLIANCE

Deliberate breaches of this policy will be dealt with under Centacare's misconduct provisions, as stated in the Employment Guidelines *Code of Conduct*.

## IMPLEMENTATION

The Directors, Stream Managers and Regional Managers are responsible for implementing and monitoring compliance with this policy.

## DEFINITIONS

<b>Cultural Abuse</b>	abuse received primarily because of a person's cultural background. It can be an outcome of discrimination and harassment and can take different forms including emotional, psychological or social abuse. It may be evident through prejudice in what is said, dislike of a person based on their culture or background, discrimination in activities and not having the opportunity to contribute equally, bullying of a person based on culture, beliefs or values or unreasonable verbal abuse using offensive cultural language.
<b>Domestic or Family Violence</b>	is behaviour by a person towards another person in a relevant relationship that is physically or sexually abusive, emotionally or psychologically abusive, economically abusive, threatening, and coercive or in any way controls or dominates the second person and causes that person to fear for their safety or well being or that of someone else. Exposure of a child or vulnerable adult to domestic and family violence can impact on the person's physical, development, psychological and emotional well-being and in this way cause harm.
<b>Emotional/Psychological Abuse</b>	is the persistent emotional ill-treatment of a person causing severe and persistent adverse effects on the person's emotional development. It may involve constant criticism, belittling, teasing, constant yelling, withholding praise and affection, exposure of a person to domestic and family violence, conveying that the person is worthless or unloved, inadequate or valued only insofar as s/he meets the needs of another person. It may feature age or developmentally inappropriate expectations being imposed. These may include interactions that are beyond the person's developmental capability, as well as overprotection and limitation of reasonable exploration and learning, or preventing a child or vulnerable adult from participating in normal social interaction. It may involve causing a person to feel frightened, in danger or exploitation or corruption of the person.  Some level of emotional abuse is involved in all types of ill-treatment of a child or vulnerable adult, though it may occur alone.
<b>Exploitation</b>	Is taking advantage of a child or vulnerable person in order to use them or their resources for another's profit or advantage (e.g. financial abuse).
<b>Historical Abuse, Neglect and/or Exploitation</b>	Is a disclosure of abuse, neglect and/or exploitation that was perpetrated in the past in circumstances where the victim no longer



	considers themselves at risk of the perpetrator.
<b>Neglect</b>	is failure to provide the necessary care, aid or guidance to dependent children or adults by those responsible for their care. It becomes apparent in different ways over a period of time rather than at one specific point. It is the persistent failure to provide a person's basic necessities of life such that his/her health and development are affected. Basic needs include: food, housing, health care, adequate clothing, personal hygiene, hygienic living conditions, timely provision of medical treatment, adequate supervision. Neglect may occur during pregnancy as a result of maternal substance abuse.
<b>Physical Abuse</b>	any non-accidental physical injury or injuries to a child or adult, such as inflicting pain of any sort. It may involve beating shaking, poisoning, burning or scalding, drowning, suffocating, biting, grabbing hard enough to leave a mark, throwing a person, strangulation or otherwise causing physical harm. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces illness in a child or vulnerable adult.  Physical abuse, as well as being a result of an act of commission can also be caused through omission or the failure to act to protect.
<b>Restrictive Interventions</b>	Is any intervention and/or practice that is used to restrict the rights or freedom of movement of a person with a disability.
<b>Sexual Abuse</b>	involves forcing or enticing a child or vulnerable adult to take part in sexual activities including prostitution, whether or not the person is aware of what is happening. The activities may involve physical contact including penetrative or non-penetrative acts. It may include non-contact activities such as involving the person in looking at or in the production of pornographic material, watching sexual activities or encouraging the child or vulnerable adult to behave in sexually inappropriate ways.  Children and vulnerable adults can be sexually abused by males and/or females, by adults and by young people. This includes people from all different walks of life.  Sexual abuse is sexual assault, sexual harassment or any other conduct of a sexual nature that is inconsistent with the integrity of the relationship between Church personnel and those who are in their pastoral care.  Grooming is deliberate actions by which an offender befriends and establishes an emotional connection with a child or vulnerable adult to lower their inhibitions in order to sexually abuse the person. The relationship is usually maintained in secrecy.  Sexting refers to the act of sending sexually explicit photographs or messages electronically.

### Schedule 1: Matrix – Severity of Incident of Abuse, Neglect, Exploitation.

Responsible Officer	By a Client	By a Worker (staff, volunteer, contractor)	By a Guardian/Advocate/Family Member	Historical Abuse
<p style="text-align: center;"><b>Category 1 – Senior Director</b></p>	<p>Sexual Abuse:</p> <ul style="list-style-type: none"> <li>• rape</li> <li>• production of child pornography</li> <li>• indecent assault where               <ul style="list-style-type: none"> <li>○ criminal charges are likely;</li> <li>○ the perpetrator has previously been charged with criminal offences; and /or</li> <li>○ the victim experiences the actions as assault.</li> </ul> </li> </ul> <p>Physical Abuse:</p> <ul style="list-style-type: none"> <li>• causing death or serious injury requiring overnight hospitalisation</li> </ul>	<p>Sexual Abuse</p> <ul style="list-style-type: none"> <li>• any form of sexual abuse</li> </ul> <p>Physical Abuse</p> <ul style="list-style-type: none"> <li>• any form of physical abuse</li> </ul> <p>Financial abuse:</p> <ul style="list-style-type: none"> <li>• systematic &amp; organised financial abuse that results in significant depletion of client’s assets that warrants referral to the police (eg systematic theft of a client’s money or property over a period of time); or</li> <li>• likely to give rise to an obligation to compensate</li> </ul> <p>Emotional abuse:</p> <ul style="list-style-type: none"> <li>• where a client experiences physical or emotional harm requiring medical or other intervention</li> </ul> <p>Neglect:</p> <ul style="list-style-type: none"> <li>• breaches of duty of care where a client experiences physical or emotional harm requiring medical or other intervention</li> </ul> <p>Exploitation:</p> <ul style="list-style-type: none"> <li>• where a staff member places themselves in a position to benefit eg accepting role as Attorney, being written into a will</li> </ul>	<p>For an Adult:</p> <ul style="list-style-type: none"> <li>• Having worked through Pathway (Schedule 3) - a client without capacity:               <ul style="list-style-type: none"> <li>○ where there is no decision maker; or</li> <li>○ the decision maker is the abuser; or</li> <li>○ decision maker does not consent to intervention.</li> </ul> </li> </ul> <p>For a Child:</p> <ul style="list-style-type: none"> <li>• abuse, neglect and/or exploitation that has resulted in death</li> </ul>	<p>All allegations/disclosures of historical abuse</p>

### Schedule 1: Matrix – Severity of Incident of Abuse, Neglect, Exploitation.

Responsible Officer	By a Client	By a Worker (staff, volunteer, contractor)	By a Guardian/Advocate/Family Member	Historical Abuse
<b>Category 2 – Director/ Regional Director</b>	<p>Sexual Abuse</p> <ul style="list-style-type: none"> <li>• Indecent assault               <ul style="list-style-type: none"> <li>○ showing adult pornography to another where the client is not distressed</li> <li>○ one-off low level inappropriate touching where the victim does not experience distress</li> </ul> </li> </ul> <p>Physical Abuse:</p> <ul style="list-style-type: none"> <li>• requiring medical attention for the victim – but not overnight hospitalisation</li> <li>• involving a weapon</li> </ul> <p>Persistent Verbal/ Emotional/ Cultural abuse of other clients which constitute bullying</p>	<p>Financial Abuse:</p> <ul style="list-style-type: none"> <li>• one-off activity that requires referral to the Police (for example theft of money or property)</li> <li>• ongoing instances (after previous counselling/warning) that have either:               <ul style="list-style-type: none"> <li>○ not resulted in depriving the client of access to resources</li> <li>○ minor deprivation of client's belongings</li> </ul> </li> <li>• are not likely to give rise to a Centacare/perpetrator obligation to provide compensation</li> <li>• persistent breaches of CCS Money Handling procedures</li> </ul> <p>Emotional abuse:</p> <ul style="list-style-type: none"> <li>• where a client experiences physical or emotional harm requiring First Aid or emotional support</li> </ul> <p>Neglect:</p> <ul style="list-style-type: none"> <li>• repeated breaches of duty of care to a client (by 1 or more workers) even if there is no apparent physical or emotional harm</li> <li>• breaches of duty of care where a client experiences physical or emotional harm requiring First Aid or emotional support</li> </ul>	<p>For an Adult:</p> <ul style="list-style-type: none"> <li>• Having worked through the Pathway (Schedule 3) - a client with capacity does <u>not</u> consent to intervention</li> </ul> <p>For a Child:</p> <ul style="list-style-type: none"> <li>• All allegations of abuse, neglect and/or exploitation, other than those that have resulted in death.</li> </ul>	n/a

### Schedule 1: Matrix – Severity of Incident of Abuse, Neglect, Exploitation.

Responsible Officer	By a Client	By a Worker (staff, volunteer, contractor)	By a Guardian/Advocate/Family Member	Historical Abuse
<b>Category 3 – Coordinator (ILS) Manager Service Manager</b>	Physical abuse <ul style="list-style-type: none"> <li>• which does not cause injury eg shoving/pushing</li> <li>• resulting in first aid being required for the victim</li> </ul> One off incidents of Verbal/ Emotional/ Cultural abuse of client/s	Financial Abuse: <ul style="list-style-type: none"> <li>• one off incidents of financial abuse that either               <ul style="list-style-type: none"> <li>○ result in minor depletion of consumables (using client's tea/coffee/food); or</li> <li>○ do not deprive the client of access to their own resources (using client's tea/coffee/food, use of client's wi fi)</li> </ul> </li> <li>• breaches of CCS money handling procedures that do not result in financial loss for a client (failure to supply invoices)</li> </ul> Neglect: <ul style="list-style-type: none"> <li>• one off breaches of duty of care where the client does not experience physical or emotional harm (eg leaving a client to have a cigarette, failing to implement the client's care plan)</li> </ul>	For an Adult:  Having worked through Pathway (Schedule 3) with a client with capacity: does consent to intervention	n/a

## Schedule 2: Responsibilities of CCS Responsible Officer

The Responsible Officer may delegate aspects of the CCS response, but retains overall responsibility for ensuring appropriate action is taken in response to the allegation, disclosure, suspicion or actual incident of abuse, neglect and/or exploitation.

Where the allegation, disclosure or suspicion arises from a complaint, the Responsible Officer will also undertake the duties of the Responsible Officer for the purposes of the CCS Policy and Procedure - Complaints.

The CCS Responsible Officer will:

- i. Assess the safety of the various parties to the incident and take any necessary intermediate action to ensure the safety of all parties in accordance with Principle 4 of the Policy and Procedure.
- ii. Inform the client and where relevant their family members, guardians and/or advocates about Centacare's processes and actions to date:
  - within 4 hours of being notified of a Category 1 Incident; and
  - within 24 hours of being notified of a Category 2 or 3 Incident.
- iii. Where a family member, guardian or advocate is the alleged perpetrator, determine who in the client's support network can/should be notified based on the circumstance of the case.
- iv. Where the client (or their family member, guardian, advocate) raises concerns that the issue should be escalated to a more senior position or another person within Centacare – refer the Incident to the Responsible Officer defined by the next Category level within the Matrix contained in Schedule 1.
- v. Maintain communication with the client, and where relevant their family members, guardians and/or advocates throughout the process and once the process has been finalised.
- vi. Provide information to the client and where relevant their family members, guardian and/or advocates about their right to pursue a formal complaint and about support and advocacy services available to assist the client.
- vii. Ensure the care plans of clients who are victims or alleged perpetrators are updated with interim intervention strategies.
- viii. Where appropriate refer a client who is alleged to be a perpetrator for Positive Behaviour Support interventions.
- ix. Make arrangements as necessary for counselling and debriefing for the client and/or the whistleblowing staff member as set out a Principle 4 of this Policy and Procedure.

- x. Develop a plan of action for responding to the disclosure, allegation, suspicion or actual incident of abuse, neglect and exploitation based on:
- notification and investigation requirements as identified in the CCS Policy and Procedure - Incident Reporting and Investigation and where relevant the CCS Policy and Procedure – Critical Incident Reporting;
  - the requirement to make internal and external notifications as identified in the CCS Policy and Procedure – Incident Reporting and Investigation and where relevant the CCS Policy and Procedure – Critical Incident Reporting;
  - Archdiocese Employment Guidelines - Staff Separation Including Counselling/Discipline Policy;
  - where the allegation relates to abuse, neglect and/or exploitation of a client by a family member/guardian, the framework in Schedule 3; and
  - where the allegation relates to historical abuse, Schedule 4.
- xi. Coordinate the CCS investigation of the Incident by:
- where the Safeguarding Children Officer and/or the Director of Professional Standards is involved, working with them to coordinate investigation of the incident;
  - to the extent that CCS is responsible for undertaking the investigation, for Category 3 Incidents, investigate the Incident and for Category 1 and Category 2 Incidents appointing an independent Investigator who does not have extensive involvement with the parties. An independent Investigator may either be from within Centacare or external to the organisation;
  - ensuring that the internal investigation of the allegations does not compromise any investigation by the police or other external Agency;
  - ensuring investigation and incident reporting documentation and reporting is completed;
  - ensuring timeframes set out in the CCS Policy and Procedure – Incident Reporting and Investigation and where relevant the CCS Policy and Procedure – Critical Incident Reporting and CCS Policy and Procedure – Complaints are met; and
  - submitting findings and recommendations arising from the investigation to the CCS Responsible Officer's line manager for review.

**Schedule 3: Abuse, Neglect and/or Exploitation of a Client by Family Member and/or Guardian/Administrator**

<b>RESPONDING TO ABUSE, NEGLECT and/or EXPLOITATION OF A CLIENT by FAMILY MEMBER/GUARDIAN</b>			
<b>Emergency – Life Threatening Situation</b>	<b>Has Capacity</b>		<b>Impaired Capacity</b>
	<b>Consent</b>	<b>No Consent</b>	<b>Consent</b>
<p><b>No consent required</b></p> <p>Police, ambulance, hospital called as appropriate</p> <p>Liaise with Emergency Services</p> <p>Follow Emergency Protocols</p> <p>Once safety is addressed/emergency resolved:</p> <ul style="list-style-type: none"> <li>Follow Incident Reporting and Investigation Policy and Procedure</li> <li>return to Has Capacity or Impaired Capacity Pathway as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Is Interpreter or Cultural Advisor required?</li> <li>Discuss situation and options with client.</li> <li>Assess risk, existing supports etc.</li> <li>Document.</li> <li>Request client's consent to provide further assistance.</li> </ul>		<ul style="list-style-type: none"> <li>Is Interpreter or Cultural Advisor required?</li> <li>Discuss situation and options with client.</li> <li>Assess risk, existing supports etc</li> <li>Document.</li> <li>Determine who can provide consent.</li> <li>Include client in decisions.</li> </ul>
	<p>Document client's consent</p> <p>Explore interventions and safety</p> <p>Implement interventions eg:</p> <ul style="list-style-type: none"> <li>make referrals</li> <li>arrange assistance</li> <li>advocate as required</li> </ul>	<p>Document client's non-consent</p> <p>Provide referral options &amp; contacts</p> <p>Provide safety information/plan</p> <p>Consider whether duty of care is met</p>	<p>Document client's and/or decision maker's consent</p> <p>Explore safety and interventions</p> <p>Implement interventions eg:</p> <ul style="list-style-type: none"> <li>make referrals,</li> <li>arrange assistance</li> </ul> <p>If no decision maker, or the decision maker is the abuser refer to Office of Public Guardian or QCAT</p>
	<b>Follow up as Required</b>		<b>Follow up as Required</b>

*adapted from A Guide for Elder Abuse Protocols, Developed for Community Service Organisations by the Uniting Care Community's Elder Abuse Prevention Unit*

**Interventions must be discussed with client and family/decision makers.**

**You can seek advice from the Elder Abuse Hotline – 1300 651 192  
(Monday – Friday 9am-5pm)**

## Schedule 3 cont...

### Types of Interventions that may be discussed / offered may include:

#### **Legal interventions:**

- **Where a client has an Enduring Power of Attorney** for financial and/or personal health matters and the allegations fall within the scope of the appointment:
  - if the adult has capacity – the adult can revoke and, if relevant, the adult may seek legal advice about recovering assets;
  - if the adult does not have capacity – refer to the Office of the Public Guardian for investigation;
  - if the adult's capacity is unclear – request a cognitive capacity assessment, involve the GP or discuss with the Office of the Public Guardian or make an application to the Tribunal for a declaration of capacity;
- a Protection order;
- a Peace and Good Behaviour Order (for non-related parties – does not cover harassment and verbal abuse);
- civil action for financial loss;
- criminal matters - reporting to the Queensland Police Service.

#### **Social Interventions**

- reducing a client's vulnerability for example through increasing the support network of a socially isolated client;
- support for carers.

#### **Medical Interventions**

- seeking medical assessment and treatment

#### **Monitoring**

- monitor the situation in anticipation of further developments may be an option in non-emergency situations in circumstances where it is better for CCS to stay in a client's life so it can watch out for developments and be available for support or if asked for help. The Elder Abuse Hotline should be contacted to discuss alternatives before choosing this option.



#### **Schedule 4: Allegations/Disclosures of Historical Abuse, Neglect and/or Exploitation by Centacare, a related organisation or the Church**

- i. In determining action to be taken, early consideration will be given to assessing whether the alleged perpetrator presents a current threat through having contact with children or other vulnerable persons.
- ii. In the absence of information that indicates otherwise, Centacare Community Services will adopt the position that the perpetrator presents a risk to children/vulnerable adults and will share the information with the relevant statutory body – in the case of alleged criminal activity – the Police.
- iii. The Senior Director, Centacare Community Services will refer allegations:
  - of sexual abuse to the Archdiocesan Director of Professional Standards;
  - concerning children or where the alleged victim was a child at the time to the Archdiocesan Safeguarding Children Officer; and
  - of criminal activity, or where there is the possibility of ongoing risk to children or vulnerable adults to the Queensland Police Service.