

CS7 Safeguarding & Protection of Vulnerable People

Policy Statement

1. P4 Movement is committed to safeguarding and protecting the rights, safety and wellbeing of all vulnerable people who access our services. P4 Movement upholds each person's right to receive supports free from violence, abuse, neglect, exploitation and discrimination, in line with the National Disability Insurance Scheme (NDIS) Practice Standards and Quality Indicators.
2. P4 Movement will maintain systems, procedures and organisational practices that prevent harm; ensure timely responses to concerns; promote safe, Person Centred environments; and support all clients to exercise choice, control and dignity.

Procedures

1. Preventing Violence, Abuse, neglect, Exploitation and Discrimination
 - a. P4 Movement develops, implements and reviews policies, procedures and practices that actively prevent violence, abuse, neglect, exploitation and discrimination.
 - i. Workers apply these procedures when providing supports, entering service environments, and interacting with clients and their support networks
 - ii. Workers use Person Centred approaches that uphold dignity, respect and human rights always. This includes ensuring clients understand their rights and how to seek support or raise concerns
 - b. P4 Movement provides each client with information about independent advocacy and how to access an advocate, particularly when concerns or allegations are raised.
2. Responding to Concerns, Allegations & Incidents
 - a. Team members take immediate action when they observe, suspect, or receive information about potential harm, including violence, abuse, neglect, exploitation or discrimination, across both National Disability Insurance Scheme (NDIS) and aged care services.

- i. Prioritise the safety and wellbeing of the client, consistent with the strengthened Aged Care Quality Standards expectation that older people are protected from harm and receive safe, Person Centred support
 - ii. Notify the relevant Team Leader or Manager as soon as practicable in accordance with P4 Movement's OM6 Incident Management Policy
 - iii. Record all details accurately and promptly in alignment with P4 Movement's OM6 Incident Management Policy and OM8 Information Management policy ensuring information is complete, current, secure and managed appropriately
- b. P4 Movement maintains an incident management system that meets the NDIS *Incident Management and Reportable Incidents Rules 2018* and aligns with the strengthened Aged Care Quality Standards related to safety, governance, risk and incident response. The system supports acknowledgement, response, review and continuous learning in accordance with P4 Movement's OM6 Incident Management Policy.
- c. P4 Movement reports serious and reportable incidents to the NDIS Quality and Safeguards Commission or other relevant authorities, as required under legislative obligations. For aged care clients, P4 Movement also complies with mandatory incident reporting obligations under the strengthened Aged Care Quality Standards, which require transparent communication, timely notification and effective oversight.
- d. Team members follow P4 Movement's OM5 Feedback & Complaints Policy whenever concerns, allegations or complaints are raised by a client, their family, advocate or any other person.
- e. Team members support clients to express concerns safely and without fear of reprisal, consistent with aged care requirements to encourage feedback, support advocacy and promote open communication.
- f. All information and records created as part of responding to concerns, allegations or incidents are managed in accordance with OM8 Information Management, ensuring information is stored securely, accessed appropriately, and retained or disposed of in line with organisational and legislative requirements.

3. Creating and Maintaining Safe Environments

- a. Team members identify and manage risks within service environments to ensure supports are provided safely and appropriately.
- b. Team members remain alert to environmental risks, communication needs, emerging health concerns and behavioural indicators.
- c. Workers follow infection prevention and control practices and maintain safe work practices in accordance with P4 Movement's SD5 – Infection Prevention & Control Policy.

- d. Emergency response procedures guide workers to respond effectively to urgent situations involving client safety or wellbeing, in accordance with P4 Movement's OM7 - Emergency & Disaster Management Policy.

4. Complaints and Feedback

- a. P4 Movement manages all complaints relating to harm or unsafe conduct promptly according to P4 Movement's OM5 Feedback and Complaints Policy, ensuring safety, respect, procedural fairness and appropriate client support.

5. Risk Management

- a. P4 Movement maintains a documented risk management system according to P4 Movement's OM3 - Organisational Risk Management Policy, ensuring compliance with the National Disability Insurance Scheme (NDIS) Practice Standards, including risk identification, analysis, prioritisation, treatment and review. This system covers incident management, complaints, governance, human resources, information management, work health and safety, and emergency planning, as outlined in the NDIS Practice Standards and Quality Indicators. Team members apply these risk management strategies when planning and delivering supports to protect clients from harm, maintaining safe and high-quality service delivery.

Related Business Procedures

- 1. OM3 – Organisational Risk Management Policy
- 2. OM5 – Feedback & Complaints Policy
- 3. OM6 – Incident Management Policy
- 4. OM7 – Emergency & Disaster Management Policy
- 5. OM8 – Information Management Policy
- 6. SD5 – Infection Prevention & Control Policy
- 7. HR1 – Code of Conduct Policy
- 8. HR7 – Disciplinary & Grievance Policy

Responsible Persons

1. The General Manager must:
 - a. Manage and monitor compliance with this policy.
 - b. Support team member competence and compliance with this policy.
2. Management must:
 - a. Manage and monitor compliance with this policy.
 - b. Ensure team members receive appropriate training, supervision and debriefing to comply with this policy.
3. All P4 Movement team members must comply with this policy.

Definitions

1. **Advocate:** A person or organisation that supports a client to express their views, protect their rights and participate in decisions affecting them.
2. **Client:** Any individual who receives support or care from P4 Movement or accesses the services provided by P4 Movement.
3. **Discrimination:** Unfair treatment of a person based on personal characteristics, resulting in disadvantage, exclusion or harm.
4. **Exploitation:** Any act that takes advantage of a client for personal, financial, sexual or organisational gain.
5. **Neglect:** Failure to provide necessary care, assistance, supervision or support, resulting in harm or risk of harm.
6. **Restrictive Practices:** Any practice or intervention that restricts a person's movement or rights, used only as permitted under legislation and with appropriate authorisation.
7. **Team Member:** All P4 Movement employees, volunteers and subcontractors.
8. **Violence and Abuse:** Actions or threats that cause physical, psychological, emotional, financial or sexual harm.

9. **Vulnerable People:** People who may require additional safeguards due to disability, age, health, communication needs, social circumstances or level of dependency.

References

1. Aged Care Act 2024 (Cth) and its associated regulations
2. National Disability Insurance Scheme (NDIS) Practice Standards and their associated regulations

Version Control

Version 1 1 April 2026 New policy creation

