

EASTHAVEN CARE SERVICES INCORPORATED

Safeguarding policy



Policy Statement

1. All people, regardless of their age, gender, race, religious beliefs, disability, sexual orientation, or family or social background, have equal rights to protection from abuse, neglect or exploitation.
2. Easthaven Care Services Incorporated commits to promoting and protecting the welfare and human rights of people that interact with, or are affected by, our work - particularly those that may be at risk of abuse, neglect or exploitation. We have no tolerance for abuse, neglect or exploitation. We will take a survivor-centric approach in all that we do.
3. All staff, volunteers, partners and third parties of Easthaven Care Services Incorporated share responsibility for protecting everyone from abuse, neglect or exploitation. Beyond this, particular people have specific responsibilities, and they must carry out their duties without exception.
4. **Easthaven Care Services Incorporated** has a process for managing incidents that must be followed when one arises.

Purpose

5. The purpose of this policy is to:
 - a. Help protect people that interact with, or are affected by Easthaven Care Services Incorporated.
 - b. Define the key terms we use when talking about protecting people or safeguarding.
 - c. Set out and develop the way Easthaven Care Services Incorporated manages safeguarding risks.
 - d. Set out the specific roles and responsibilities of persons working in and with Easthaven Care Services Incorporated.
 - e. Facilitate the safe management of incidents.
 - f. To support a positive and effective internal culture towards safeguarding.

Definitions

6. 'Safeguarding' means protecting the welfare and human rights of people that interact with, or are affected by, Easthaven Care Services incorporated, particularly those that might be at risk of abuse, neglect or exploitation. This refers to any responsibility or measure undertaken to protect a person from harm.
7. 'Abuse, neglect or exploitation' means all forms of physical and mental abuse, exploitation, coercion or ill-treatment. This might include, for example:
 - a. Sexual harassment, bullying or abuse;
 - b. Sexual criminal offences and serious sexual criminal offences;
 - c. Threats of, or actual violence, verbal, emotional or social abuse;
 - d. Cultural or identity abuse, such as racial, sexual or gender-based discrimination or hate crime;

- e. Coercion and exploitation;
 - f. Abuse of power.
8. 'Reasonable grounds to suspect' is a situation where a person has some information that leads them believe that abuse, neglect or exploitation has taken place, is taking place, or may take place. It comes with a low burden of proof (in fact, no proof is needed at all), but is based on some information. Questions that may help a person to determine whether they have 'reasonable grounds to suspect' might include:
- a. Could you explain to another person why you suspect something? This helps to make sure that your suspicion is based on information, even if you have no proof.
 - b. Would an objective other person, with the same information as you, come to the same conclusion? This helps to make sure that your suspicion is as objective as possible.
9. A 'survivor-centric approach' means considering and lawfully prioritising the needs, right and wishes of survivors.

Roles and responsibilities

10. While the responsibility to protect people is shared by all who work at or with Easthaven Care Services Incorporated, some individuals have specific obligations with which they must comply.
11. The members of the board of **Easthaven Care Services Incorporated** are responsible for:
- a. Protecting all people that interact with, or are affected by, Easthaven Care Services Incorporated.
 - b. Ensuring that there are appropriate and effective ways for Easthaven Care Services Incorporated to do this.
 - c. Ensuring that Easthaven Care Services Incorporated observes all relevant laws relating to safeguarding.
 - d. Ensuring that Easthaven Care Services Incorporated takes a survivor-centric approach.
12. The Chief Executive Officer of **Easthaven Care Services Incorporated** must:
- a. Ensure Easthaven Care Services Incorporated has effective and appropriate ways to manage safeguarding and legal compliance;
 - b. (If necessary) Ensure the appointment of a Safeguarding Manager with appropriate skills and competency;
 - c. Ensure that, within the charity's approach, reasonable steps are taken to protect people;
 - d. Ensure that reports to external parties are made where required.
13. The Safeguarding Manager/HR Manager of **Easthaven Care Services Incorporated** must:
- a. Manage reports of abuse, neglect or exploitation;
 - b. Ensure that all staff, contractors, and volunteers are aware of relevant laws, policies and procedures, and Easthaven Care Services Incorporated's Code of Conduct;
 - c. Ensure that all staff, contractors and volunteers are aware of their obligations to report suspected incidents of abuse, neglect or exploitation;
 - d. Manage reports of abuse, neglect or exploitation;
 - e. Provide support for staff, contractors and volunteers in undertaking their responsibilities.

14. All Managers of **Easthaven Care Services Incorporated** must:

- a. Promote a positive culture towards safeguarding;
- b. Implement this policy in their area of responsibility;
- c. Ensure that the risks of incidents have been considered in their area of responsibility;
- d. Ensure that there are appropriate controls in place to prevent, detect and respond to incidents;
- e. Facilitate the reporting of any suspected abuse, neglect or exploitation;
- f. Take a survivor-centric approach to potential incidents and ensure that any incident is dealt with transparently and accountably.

15. All Staff and Volunteers of **Easthaven Care Services Incorporated** must:

- a. Familiarise themselves with the relevant laws, the Code of Conduct, policies and procedures for safeguarding;
- b. Comply with all requirements;
- c. Report any incident to the appropriate authority when it is reasonable to suspect that a person's safety or welfare is at risk
- d. Report any suspicion that a person's safety or welfare may be at risk to the appropriate authority; and
- e. Provide an environment that is supportive of everyone's emotional and physical safety.

16. All partners and contractors of **Easthaven Care Services Incorporated** must:

- a. Implement the provisions of this policy and **Easthaven Care Services Incorporated's** procedures in their dealings with **Easthaven Care Services Incorporated**;
- b. Report any suspicion that an incident may have taken place, is taking place, or could take place.

Managing safeguarding risk

17. The way **Easthaven Care Services Incorporated** manages the risks of safeguarding will be:

- a. Holistic. Easthaven Care Services Incorporated and its stakeholders will work to prevent, detect and take action on incidents.
- b. Risk-based and proportionate. Easthaven Care Services Incorporated will regularly assess the risks to people in its operations and develop proportionate controls to mitigate those risks.
- c. Survivor-centric. Easthaven Care Services Incorporated will put survivors at the heart of its approach to safeguarding.
- d. Lawful. Easthaven Care Services Incorporated will ensure that it understands and complies with the law in everything it does, in all jurisdictions in which it works.

18. **Easthaven Care Services Incorporated** will manage the risk of safeguarding by:

- a. Having up-to-date and documented risk assessments;
- b. Maintaining a register of Easthaven Care Services Incorporated legal obligations for safeguarding and workplace health and safety in all the jurisdictions in which it operates.
- c. Having an action plan that sets out how it will manage safeguarding;
- d. Adhering to this Safeguarding Policy and its Code of Conduct;

- e. Doing due diligence checks of staff, volunteers and third parties;
- f. Implementing policies, procedures and systems that introduce controls to reduce the likelihood and consequence of incidents;
- g. Conducting awareness-raising for stakeholders on risks, expectations, and individual responsibilities;
- h. Maintaining two reporting processes: the confidential reporting process, and the overt reporting process;
- i. Having an incident response plan;
- j. Monitoring and reviewing the effectiveness and proportionality of its safeguarding approach.

Managing incidents

19. Harassment, abuse, neglect and exploitation are all serious misconduct and **Easthaven Care Services Incorporated** reserves the right to:

- a. Take disciplinary action against those it believes are responsible, which may include dismissal;
- b. Take civil legal action;
- c. Report the matter to law enforcement.

Reporting suspected incidents

- 20. All staff, volunteers and third parties must, as soon as practicable, report any suspicion that an incident has taken place, may be taking place, or could take place.
- 21. They may do this through direct reporting to:
 - a. Any member of the board;
 - b. The Chief Executive Officer;
 - c. The Safeguarding Manager;
 - d. Their Manager or Supervisor.
- 22. If a person wants to report confidentially, including with anonymity, they may use the confidential reporting system, which is: using the confidential incident and feedback policy and procedures put in place.
- 23. If a person believes that another person is at risk of immediate harm or the victim of a criminal offence, they must dial 000.

Responding to suspected incidents

- 24. All suspected, perceived, potential or actual incidents will be managed through the incident response plan.

External reporting

- 25. **Easthaven Care Services Incorporated** will:
 - a. Report any suspicion of a criminal offence to the police or the relevant criminal judicial body;
 - b. Meet all donor requirements regarding the reporting of incidents;
 - c. Report any qualifying matter to the ACNC.

Privacy and data protection

26. All personal information considered or recorded will respect the privacy of the individuals involved unless there is a risk to someone's safety. Easthaven Care Services Incorporated will protect personal information.

27. **Easthaven Care Services Incorporated's** Privacy Policy applies.

Administration of this policy

28. This Policy will be reviewed every **two years**. The next review will be on **24 June 2027**.

Procedures created by the policy

29. Here are the relevant procedures.

- a. Incident response plan
- b. The register of legal obligations
- c. Easy Read – Zero Tolerance of Violence or Abuse
- d. Easy Read – Your Rights
- e. Risk Assessment for Client Receiving Personal Care Support from a Sole Worker
- f. Individual Participant Profile
- g. Individual Risk Assessment Profile
- h. Authority to Act as an Advocate
- i. Code of Conduct Agreement
- j. Incident Investigation Final Report
- k. Incident Investigation Form
- l. Incident Register
- m. Incident Report
- n. Staff Incident Reference Card

Related policies and procedures

30. Here are the policies and procedures that will interact with this policy or could affect it. This includes.

- a. Client Advocacy Policy and Procedure
- b. Client Feedback and Complaints Management Policy and Procedure
- c. Client Health and Wellbeing Policy
- d. Client Money and Property Policy and Procedure
- e. Conflict of Interest Policy and Procedure
- f. Consent Policy
- g. Continuous Improvement and Quality Management Policy and Procedure
- h. Covid-19 Response Policy and Procedure
- i. Diversity Policy and Procedure

- j. Emergency and Disaster Management Policy and Procedure
- k. Governance and Operational Management Policy and Procedure
- l. Human Resources Management Policy and Procedure
- m. Incident Management Policy and Procedure
- n. Infection Management Procedure
- o. Information Management Policy and Procedure
- p. Manual Handling Policy and Procedure
- q. Privacy and Dignity Policy
- r. Psychosocial Recovery Coach Procedure
- s. Reportable Incident Management Policy and Procedure
- t. Risk Management Policy and Procedure
- u. Safeguarding Against Violence, Abuse, Neglect, Exploitation and Discrimination Policy and Procedure
- v. Surveillance Technology Policy and Procedure
- w. Transition of Care Between Different Environments Policy and Procedure
- x. Waste Management Policy and Procedure
- y. WHS Policy
- z. Worker Screening and Risk Assessed Roles Policy