

# QUESTCARE SAFEGUARDING – CULTURE AND WELLBEING PRINCIPLES AND PRACTICE

## Purpose

QuestCare is committed to promoting an organisational culture that provides a safe and secure environment for the people we support, that is in consideration of the Australian Human Rights Commission's National Child Safe Organisation Principles.

At QuestCare, this is done through the ongoing organisation-wide implementation of our Culture of Safety & Wellbeing principles.

## Our Principles

### Principle 1. Committed Leadership, Governance and Culture

QuestCare is committed to focusing on risk, safety and upholding human rights for all the people we support. We will work to prevent, and appropriately respond to any incidents of abuse, neglect, discrimination, violence and exploitation of the people we support;

### Principle 2. Participation and Inclusion

QuestCare will respect each individual's wants and needs, and uphold an environment where their voices and opinions are heard to achieve positive outcomes. We work collaboratively with each participant and their families, circles of support and advocates to get to know them and support each person to live a good life

### Principle 3. Uphold Human Rights

QuestCare welcomes diversity in all forms, and works to prevent harm. We build an organisational culture that acknowledges strengths and an individual's characteristics, and supports all regardless of their abilities, sex, gender, or social, economic and cultural background to feel welcome and safe.

### Principle 4. Safe Recruitment, Selection and Induction Practices

QuestCare ensures robust recruitment and screening processes to ensure that we employ the right people for the job who are suitable and supported to reflect safety and wellbeing values in practice

### Principle 5. Staff training, Resourcing, Ongoing Supervision and Support

QuestCare is committed to ongoing support and training of our staff to help them to know how to best support the participants they work with.

### **Principle 6. Maintain Safe Environments**

QuestCare ensures that we maintain safe supports, services and locations and promote ethical and respectful service provision. We work with the people we support to ensure that reasonable steps are taken to prevent harm and promote wellbeing of all participants engaging in QuestCare services

### **Principle 7. Regular Review and Evidence-Informed Practice**

QuestCare recognises that there is always room to improve, and regularly reviews its practices through audits, reviews, research evaluations and collaboratively with service users and stakeholders

### **Principle 8. Maintain Policy Framework for Safeguarding**

QuestCare Directors and Senior Leadership Team are responsible for ensuring QuestCare has in place appropriate policy and procedures for safeguarding participants.

Each of the principles outlined in this Safeguarding – Culture and Wellbeing Practice Policy, informs our staff how to:

- uphold the safeguarding and wellbeing of the people we support,
- identify opportunities for improvement, and
- respond if something is not right, the mandatory reporting and child protection notification and escalation requirements and the actions we need to take.

### **Principle 9. Effective Complaint Handling and External Reporting**

QuestCare recognises and promotes the voices of all the people we support. Where an individual has a complaint or allegation, or an incident has occurred, QuestCare will provide support to those affected.

Any suspicions, allegations or evidence of incidents where abuse, neglect, violence, discrimination or exploitation has occurred, including any allegations of inappropriate conduct by staff, will be immediately reported to the relevant authorities and all obligations strictly adhered to.

QuestCare maintains an incident and complaint management system to ensure staff are supported to undertake these processes as promptly and sensitively as possible.

## **Definitions**

### **Culture - Safety & Wellbeing**

Refers to an organisational culture which takes a preventative, proactive and participatory stance on safeguarding the people we support by:

- putting the safety and wellbeing of the people we support as a paramount consideration when developing activities, policies and management practices;

- valuing and embracing the opinions and views of the people we support and creating an environment in which they feel confident to provide feedback and express concerns;
- encouraging and assisting the people we support to build skills that will assist them to participate in society;
- recognising that autistic people may be traumatised and affected by events that may not be considered traumatic by others, and
- taking action to protect the people we support from abuse, neglect and exploitation.

## Safeguarding

Refers to measures to protect the health, well-being and human rights of individuals, which allow people especially children, young people and vulnerable adults to live free from abuse, risk of harm and neglect.

## NDIS Quality Indicators adherence

NDIS Practice Standards (2018) and NDIS Code of Conduct, specifically within the NDIS Practice Standards & Quality Indicators:

- **Core Module: 1.** Rights and Responsibilities, under all Outcomes.
- **Core Module: 2.** Provider Governance and Operational Management, under all Outcomes.
- **Core Module: 3.** Provision of Supports, under all Outcomes.
- **Core Module: 4.** Support Provision Environment, under all Outcomes.
- **Supplementary Module: 2.** Specialist Behaviour Support Module, under the relevant Outcomes.
- **Supplementary Module: 2a.** Implementing Behaviour Support Plans, under the relevant Outcomes.
- **Supplementary Module: 4.** Specialist Support Coordination, under all Outcomes

## DOCUMENT CONTROL

Version No.	Issue Date	Document Owner
1	13.05/2022	Senior Leadership Team
Version History		
Version No.	Review Date	Revision Description
001	13/08/2022	