



HEARTFELT PERSONALISED SUPPORT

Heartfelt Personalised Support (HPS) is committed to ensuring that every participant accesses support in a safe environment, free from violence, abuse, neglect, and exploitation. This policy outlines our proactive approach to safeguarding the rights and wellbeing of those we support.

Zero Tolerance Statement: HPS maintains a Zero Tolerance culture. We empower our staff, participants, and families to speak up against any form of harm or injustice.

Risk Management & Prevention

We take a preventative approach to safety through the following measures:

- **Worker Screening:** All staff in risk-assessed roles must maintain valid NDIS Worker Screening Clearances and Working with Children Checks.
- **Safe Environments:** We conduct regular 'Home Risk Assessments' to identify hazards in the settings where supports are delivered.
- **Staff Training:** Mandatory induction and annual refreshers on the NDIS Code of Conduct, Human Rights, and Child Safety.

Identifying Signs of Harm

HPS staff are trained to recognise and respond to indicators of potential risk, including:

- **Physical/Sexual Abuse:** Unexplained injuries, fear of specific people, or stained clothing.
- **Neglect:** Inadequate food, poor hygiene, or unattended medical needs.
- **Financial Exploitation:** Missing funds, unexplained disappearance of valuables, or pressure on a participant regarding their money.
- **Psychological Harm:** Sudden changes in behavior, withdrawal, or extreme anxiety.

Incident Response & Mandatory Reporting

In the event of an incident or allegation of harm, HPS follows strict protocols:

Immediate Action

- Ensure the immediate safety and wellbeing of the impacted person.
- Seek emergency medical or police assistance if required (Call 000).
- Preserve any evidence related to the incident.

Reporting Obligations

- **Internal:** Notify the Operations Manager and complete an Incident Report within 24 hours.
- **External (NDIS Commission):** Reportable incidents (Death, Serious Injury, Abuse/Neglect, Unlawful Physical/Sexual Contact) must be reported to the NDIS Commission within 24 hours.

Dignity of Risk vs. Duty of Care

While safety is paramount, HPS respects the right of participants to make informed choices and take calculated risks. We work with participants to develop strategies that minimize potential harm while supporting their independence and right to experience life's opportunities.

Empowerment and Advocacy

We support participants to be self-advocates for their own safety by:

- Providing Easy-Read information about their rights.
- Facilitating access to independent advocacy services.
- Ensuring an environment where feedback and complaints are welcomed without fear of retribution.