



Zero Tolerance for Abuse and Neglect Policy

1. Purpose and Scope

The purpose of this Zero Tolerance for Abuse and Neglect Policy is to communicate Invicta Care's unwavering commitment to preventing and addressing any form of abuse, neglect, or exploitation of participants. This policy aligns with the National Disability Insurance Scheme (NDIS) service providers' requirements in Australia.

2. Policy Statements

Invicta Care maintains a zero-tolerance approach to abuse and neglect, and hereby commits to:

2.1. Protection of Participants

Invicta Care will:

- Take all reasonable steps to prevent abuse, neglect, and exploitation of participants in its care.
- Implement safeguards and procedures to identify, respond to, and address any form of harm.

2.2. Definitions of Abuse and Neglect

Invicta Care will:

- Clearly define and communicate what constitutes abuse, neglect, and exploitation to all staff members.
- Educate staff members on recognizing signs of abuse or neglect and reporting procedures.

2.3. Reporting Mechanisms

Invicta Care will:

- Establish accessible and confidential reporting mechanisms for participants, staff, and other stakeholders.
- Encourage a culture where everyone feels empowered to report concerns without fear of reprisal.

2.4. Investigation and Response

Invicta Care will:

- Conduct prompt and thorough investigations into all reports of abuse or neglect.
- Collaborate with relevant authorities, including law enforcement, to address cases of abuse.

2.5. Support for Victims

Invicta Care will:

- Provide immediate support to participants who have experienced abuse or neglect.
- Collaborate with appropriate agencies to offer counselling, medical care, or other necessary services.

2.6. Staff Training and Awareness

Invicta Care will:

- Provide comprehensive training to all staff members on recognizing, preventing, and reporting abuse or neglect.
- Raise awareness of the zero-tolerance policy through regular communication and training sessions.

2.7. Collaboration with Authorities

Invicta Care will:

- Collaborate with relevant authorities, including the NDIS Quality and Safeguards Commission, to address abuse and neglect cases.
- Cooperate fully with any investigations and reviews conducted by regulatory bodies.

2.8. Continuous Improvement

Invicta Care will:

- Regularly review and update policies and procedures related to abuse and neglect.
- Engage in continuous improvement to strengthen preventive measures and responses.

3. Responsibilities

All staff members at Invicta Care share the responsibility for implementing and upholding this Zero Tolerance for Abuse and Neglect Policy. The management team oversees the policy's implementation, monitors progress, and makes adjustments as necessary.

4. Review

This policy will be reviewed annually or as needed to ensure its continued relevance and effectiveness in preventing and addressing abuse and neglect.

This Zero Tolerance for Abuse and Neglect Policy reflects Invicta Care's commitment to preventing and addressing any form of abuse, neglect, or exploitation of participants, aligning with the NDIS service providers' requirements in Australia.

