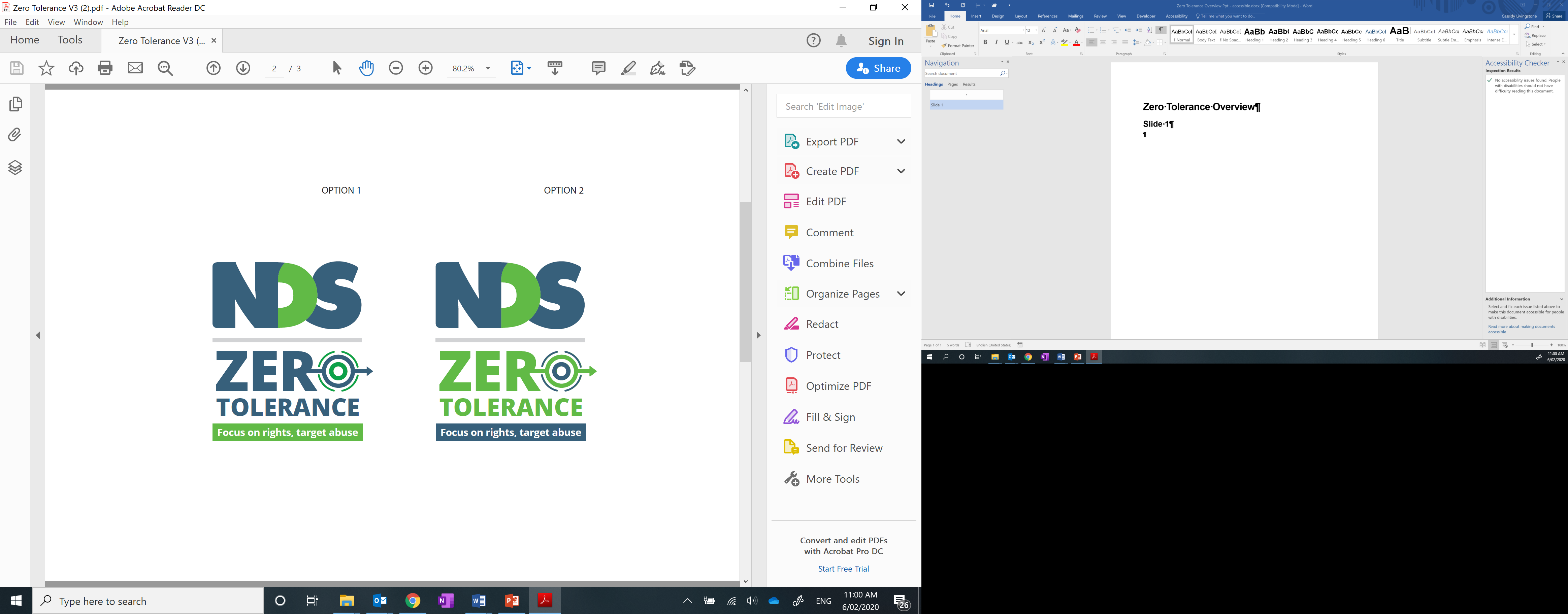
Zero Tolerance Initiative Overview

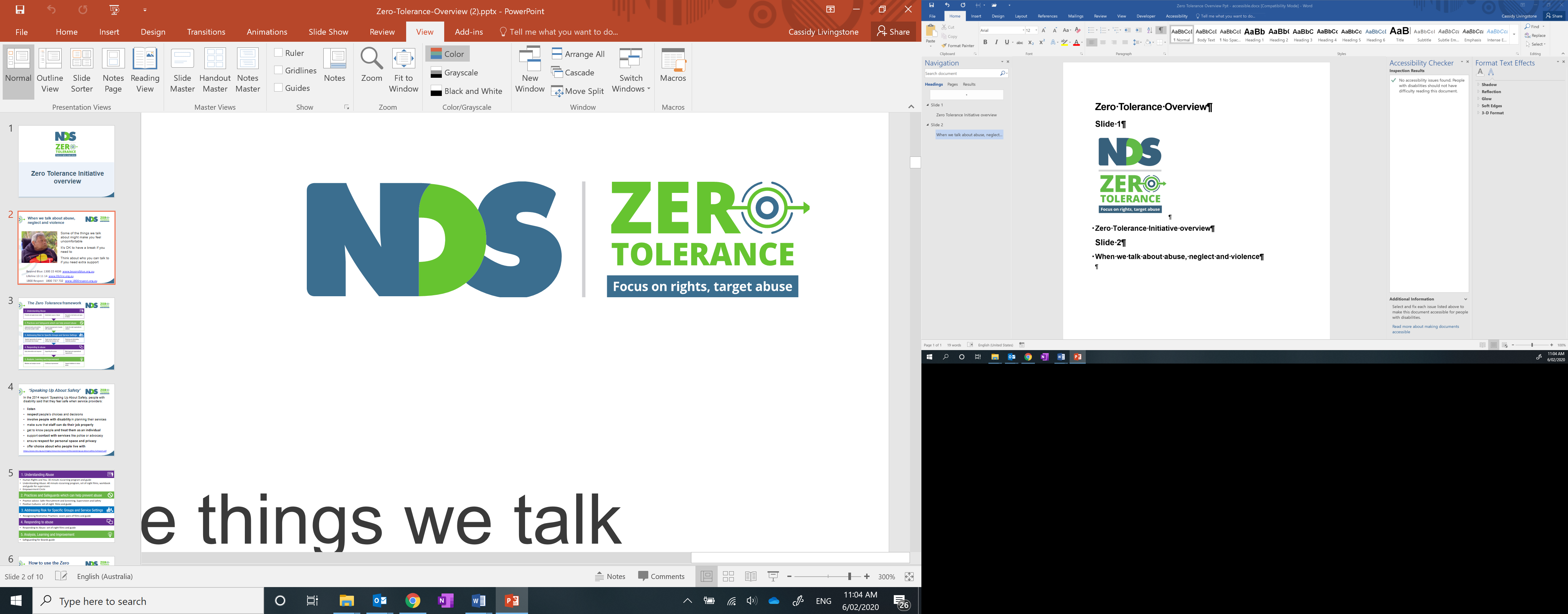
# Slide 1



## Zero Tolerance Initiative overview

# Slide 2

## When we talk about abuse, neglect and violence



Some of the things we talk about might make you feel uncomfortable. It’s OK to have a break if you need to. Think about who you can talk to if you extra support.

### Beyond Blue:

1300 22 4636

[Website](http://www.beyondblue.org.au/)

### Lifeline:

13 11 14

[Website](http://www.lifeline.org.au/)

### 1800 Respect:

1800 737 732

[1800 Respect website](http://www.1800respect.org.au/)

# Slide 3

## The Zero Tolerance Framework

### Understanding Abuse

* Promote and apply human rights
* Understand causes of abuse
* Recognise risk factors and signs of abuse

### Practices and safeguards which can help prevent abuse

* Implement policy and practice that protect people’s rights
* Support empowerment of people with disability
* Create the right organisational cultures

### Addressing risk for specific groups and service settings

* Targeted approaches for groups at increased risk of abuse
* Target service features and settings that increase risk
* Reducing and eliminating restrictive practices

### Responding to abuse

* Early intervention and response
* Supporting the person
* Meet legal and organisational requirements

### Analysis, Learning and Improvement

* Maintain and analyse records
* Continuous improvement
* Support initiatives to reduce abuse

Decorative images omitted.

# Slide 4

## ‘Speaking up about safety’

In the 2014 report ‘Speaking Up About Safety’, people with disability said that they feel safe when service providers:

* **Listen**
* **Respect** people’s choices and decisions
* **Involve people with disability** in planning their services
* Make sure that **staff can do their job properly**
* Get to know people and **treat them as an individual**
* Support **contact with services** like police or advocacy
* Ensure **respect for personal space and privacy**
* Offer choice about who people live with

[Speaking Up about Safety Summary and Full Report](https://www.nds.org.au/resources/zero-tolerance)

Decorative image omitted.

# Slide 5

## Zero Tolerance Resources

### Understanding abuse

* Human Rights and You: 30 minute eLearning program and guide
* Understanding Abuse: 40 minute eLearning program, set of eight films, workbook and guide for supervisors
* Empowerment Circle

### Practices and safeguards which can help prevent abuse

* Practice advice: Safer Recruitment and Screening, Supervision and Safety
* Positive Cultures: set of eight films and guide

### Addressing risk for specific groups and service settings

* Recognising Restrictive Practices: seven pairs of films and guide

### Responding to abuse

* Responding to Abuse: set of eight films and guide

### Analysis, Learning and Improvement

* Safeguarding for Boards guide

Decorative image omitted.

# Slide 6

## How to use the Zero Tolerance resources



* In board meetings
* As part of induction
* During ongoing staff training
* As part of supervision
* During staff meetings or team discussions
* In personal reflection
* With people with disability, families and carers

Decorative image omitted.

# Slide 7

## Abuse and neglect can be:

### Deliberate

* perpetrators target people with disability
* people seek to harm or take advantage of others
* exploit vulnerability of systems and people
* cutting corners, rushing activities and supports.

### Accidental

* prioritisation of routine over personal choice
* staff don’t realise their actions are abuse
* staff don’t understand the impact of their actions
* actions indirectly impact on someone else.

### Systemic

* staff not trained or supervised properly
* staff don’t have the resources to do their job
* insufficient staff due to high sick leave / turnover
* people forced to live with others who pose a risk.

Decorative images omitted.

# Slide 8

## The Empowerment Circle

The Empowerment Circle is a circle diagram, with a person at the centre in a dark green circle.

The circle is colour shaded divided into three zones (represented in rings from the green centre shading into orange and finally red on the outside of circle):
These colours represent:

- Green for good or positive practice (centre)
- Orange for poor or neglectful practice (middle)
- Red for abusive or criminal practice (outer)

The circle is also divided into eight sections, like slices of a pizza. Each section represents one area of people’s lives. The sections are labelled as follows:

Physical – My body, my health
Emotional – How I feel
Social – My life in my community
Identity – Who I am and what I believe
Material – My home and my things
Economic – My job and my money
Education – Things I have learned and things I want to learn
Relationships – The people in my life.

Four white arrows, labelled ‘Freedom’, ‘Respect’, ‘Equality’ and ‘Dignity’ are placed on the outer edge of the four quarters of the circle pointing towards the centre of the circle, representing the idea that the closer we are to the middle, the more we are using and enjoying our human rights.


Legend explaining colours of the empowerment circle above.

Red relates to abusive and/or criminal behaviour. Yellow related to poor and/or neglectful practice. Green relates to good practice.

# Slide 9

## The Zero Tolerance Commitment





A commitment by organisations and people to speak up and take action on:

* anything that does not support a person’s rights
* anything that might make a person feel or be unsafe
* anything they could be doing better

Decorative image omitted.

# Slide 10

## Contact us

[NDS Zero Tolerance Website](https://www.nds.org.au/resources/zero-tolerance)

Mary Lou McPherson – [email here](mailto:maryloumcpherson@nds.org.au).

Dave Relf – [email here](mailto:dave.relf@nds.org.au)

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