Talking about Safer Services

Government of **Western Australia**
Department of **Communities**
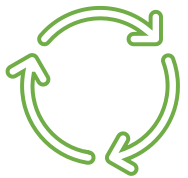
Welcome and Introductions

Today we will

Explore reasons why abuse and neglect occur

Discuss the concepts of dignity of risk, safeguarding and supported decision making

Reflect on our practices and identify areas for improvement

Why?

The NDIS Code of Conduct

In providing supports or services to people with disability:

- ✓ **act with respect for individual rights** to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions

- ✓ **respect the privacy** of people with disability

- ✓ **provide supports and services in a safe and competent manner**, with care and skill

- ✓ **act with integrity, honesty and transparency**

- ✓ **promptly take steps to raise and act on concerns** about matters that may impact the quality and safety of supports and services provided to people with disability

- ✓ **take all reasonable steps to prevent and respond** to all forms of violence against, and exploitation, neglect and abuse of, people with disability

- ✓ **take all reasonable steps to prevent and respond to sexual misconduct**

Source : NDIS Code of Conduct | NDIS Quality and Safeguards Commission (ndiscommission.gov.au)

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC)

"In the last 12 months, **people with disability are at 1.8 times the risk** of all types of violence in comparison to people without disability"

- People with disability are more likely to experience violence, abuse and neglect than people without disability.
- This is because they experience increased "risk factors".
- A risk factor is the term for any individual or environmental factor which increases the likelihood of something happening.

Source: Nature and extent of violence, abuse, neglect and exploitation against people with disability in Australia (royalcommission.gov.au)

Reflection

What do you think are the 'risk factors' associated with people with disability experiencing violence, abuse, neglect and exploitation?

What are some of the risk factors

Individual
* Communication
* History of violence and abuse
* Needing complex or intimate supports
* Lack of understanding of what abuse is
* Age, gender, culture

Relationships
* Financially reliant and/or dependent on others for support
* Limited network of people who support them
* Socially isolated

Society
* Discrimination / stigma
* Economic disadvantage - Lack of access to affordable housing or transport
* Culture
* Adequate access to services

Settings (e.g. Disability services)
* Inadequate processes for complaints
* Service culture
* Environment
* Lack of resources
* Institutional or segregated settings
* Previous history of experiences with services

Thinking about individual and service risk factors, how can we prevent abuse from occurring in our supports and services?

Individual
- Communication
- History of violence and abuse
- Needing complex or intimate supports
- Lack of understanding of what abuse is
- Culture and gender

Disability services
- Inadequate processes to speak up and complain
- Environment
- Lack of resources
- Institutional or segregated settings
- Previous history of experiences with services

National Disability Services

What are some of the ways we can identify risks or risk factors?

Identifying risks

- ✓ Listening to people with disability

- ✓ Screening / intake / referral information

- ✓ Incidents

- ✓ Complaints and feedback

- ✓ Safety issues, accidents, near misses

- ✓ Observation and being aware

- ✓ Case notes

- ✓ Information from other services

- ✓ Review of records, registers, historical issues

Safety, safeguarding, duty of care and dignity of risk

Safety
People are safe from violence, abuse, neglect and exploitation.

Duty of Care
Legal or moral responsibility to protect the safety of others and not cause harm.

Safeguarding
Actions and measures that respond to risk and protect people from violence, abuse, neglect, and exploitation.

Dignity of Risk
Dignity of risk means exploring new opportunities and supporting people's right to take risks.

Duty of Care

Responsibility to protect the safety of others and not cause harm.

Can you think of some examples in your work?

Safeguarding

Actions and measures that respond to risk and protect people from violence, abuse, neglect, and exploitation.

These actions help to promote dignity of risk while we exercise our duty of care.
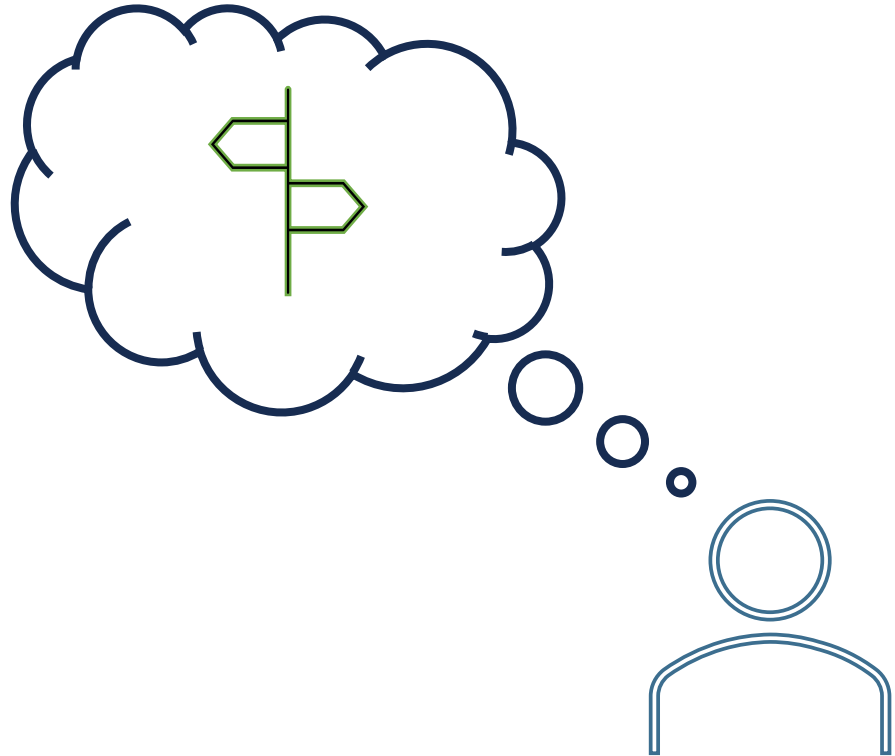
Can you think of some examples in our work?

How the NDIS approaches participant safeguarding | NDIS Review

Dignity of Risk

Promoting people's right to make their own choices including the choice to take some risks in life (as we all do!)

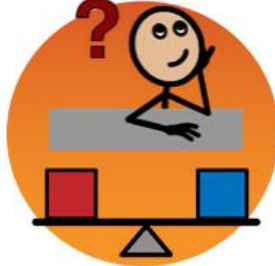# Benefits of Promoting Dignity of Risk

People are:

- Empowered to make their own decisions

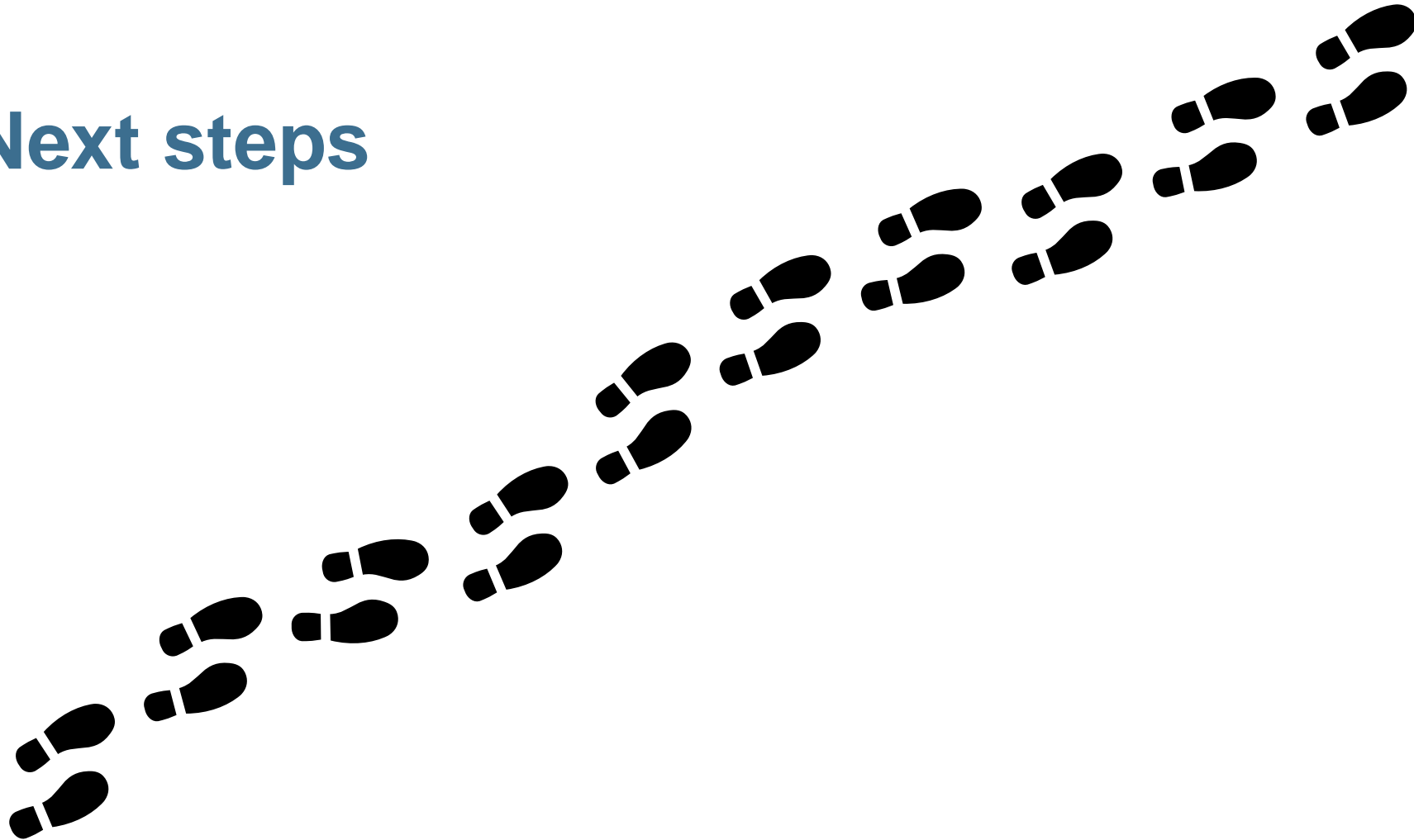- Learning from their own experience

- Feeling in control of their lives

What is Supported Decision Making?

7 Steps for Supported Decision Making

What is the decision?	Who are the right people to assist? Where is the right place?	What's the right way to talk about the decision?	What's the right way to present the information?	How can we assist the person to weigh it up?	How do we hear the person's decision?	How do we support the person to act on their decision?
Be clear about the actual decision.	What knowledge of the person and bias do they bring?	What do we know about the person's preferred way of communicating?	What works best for the person, for example photos, real experiences?	For example, using scales, listing what's important to and for the person, having a short term trial.	What verbal and non-verbal communication will you be looking for?	Who will observe how the person is responding and for how long?

WAIS - Supported Decision Making

Next steps

Quality and Safeguarding is Everybody's Responsibility

What can you do to be a **Quality and Safeguarding Champion?**

What can you start doing differently today?

Final questions, ideas or reflections

These resources were first developed as part of the Safer Services Project funded by *lotterywest*

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For more information on the project and access to more free resources, visit our website at

https://www.nds.org.au/resources/all-resources/wa-ndis-quality-and-safeguards-sector-readiness-project

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