

## **POLICY Safeguarding for Clients**

### **1. PURPOSE**

The purpose of this policy is to define Senses Australia's position with regards to safeguarding in order to promote, enhance and protect clients':

- human rights
- decision making, choice and control
- safety and wellbeing, and
- citizenship and quality of life.

### **2. SCOPE**

This policy applies to all Senses Australia's services, employees, volunteers, contractors, alternative family carers, respite workers and clients.

### **3. POLICY STATEMENT**

Senses Australia will provide safeguarding supports and mechanisms to clients who are vulnerable and whose human rights or individual outcomes are at risk of being compromised.

Safeguards will include preventative and reactive responses to minimise an individual's vulnerability and risk, and will include the following strategies:

- Involvement of clients (and others as appropriate) in the determination and review of their own safeguards during the individual planning process, including strategies to enhance individual skills and capacity to minimise vulnerability and risk.
- Supporting and empowering clients to make informed choices and decisions about their own life.
- Supporting and maximising the role of clients' family, friends, carers and advocates in safeguarding.
- Providing accessible information to clients, their families, friends, carers and advocates, and the general community on rights and available safeguards.
- Training and developing employees in determining individual vulnerability, risk, duty of care and dignity of risk, and determining and facilitating the implementation of the range safeguarding strategies available.
- Providing an effective complaints and feedback mechanism so that complaints are dealt with fairly, promptly, confidentially and without retribution.
- Adhering to all mandatory reporting requirements.
- Monitoring service provision to detect deficits in safeguarding practices.
- Maintaining an effective incident reporting system to ensure timely and appropriate responses to individual incidents, identifying trends and areas requiring review and improvement.

**RELATED POLICIES**[POLICY Clients' Human Rights and Freedom from Abuse and Neglect](#)[POLICY Complaints, Compliments and Ideas](#)[POLICY Decision Making and Choice](#)[POLICY Duty of Care](#)[POLICY Valued Status](#)**SUPPORTING QMS DOCUMENTS**[PROCEDURE Abuse and Neglect of a Client](#)[PROCEDURE Client Incident Response, Reporting and Investigation](#)[PROCEDURE Complaints, Compliments and Ideas](#)[PROCEDURE Duty of Care](#)[PROCEDURE Individual Planning for Clients](#)[PROCEDURE Use of Restrictive Practices](#)[SUPPORT MATERIAL Safeguarding for Clients Guideline](#)**RELEVANT LEGISLATION OR STANDARDS**

United Nations Convention on the Rights of Persons with Disabilities

Disability Services Act 1993 (WA)