



## **Zero tolerance of abuse**

MAVERICK SUPPORTS

(ABN 65 674 503 274)

# Zero tolerance of abuse

## 1. Purpose

We are committed to meet the requirements of the Disability Abuse Prevention Strategy. We will always endeavour to understand, promote and enhance safeguards to prevent abuse from occurring.

## 2. Scope

This policy is relevant to all staff, volunteers or stakeholders.

## 3. Definition

Terminology	Definition
<b>Zero Tolerance</b>	Aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse of people with disabilities. The aim is to assist service providers in developing positive organisational cultures and practices and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS).

## 4. Policy

**Maverick Supports** is committed to all elements of the National Disability Insurance Scheme (NDIS) Code of Conduct. **Maverick Supports** will train staff in all areas of the NDIS Code of Conduct to ensure a zero tolerance approach is adhered to across all practices.

**Maverick Supports** will follow the code and the guidelines, as listed below, ensuring that we:

- refuse to tolerate any form of abuse towards people with disabilities, by workers or other people with disabilities, and promotes zero tolerance for abuse
- provide staff with training and information to correctly apply the obligations of the NDIS Code of Conduct
- assist staff in undertaking their role, e.g. keeping support plans up-to-date; provide training opportunities which will include formal training, mentoring and on-the-job supervision
- act on all reported cases of abuse or suspected abuse
- agree never to take adverse action against any staff member or volunteer if they report abuse or neglect
- base all necessary disciplinary actions on the principle of procedural fairness if a staff member violates the obligations of the NDIS Code of Conduct
- respect and value the diversity of people and cultures to create an inclusive environment, where it is safe for people with disabilities to express their cultural identity
- actively maintain a working environment which minimises the risks of abuse
- create and maintain a positive complaints culture, where people are not afraid to speak up



- foster a culture of zero tolerance to abuse towards people with disabilities.

**Maverick Supports** informs their front-line staff (who impose the obligations) that they must:

- provide services without engaging in abuse, exploitation, harassment or neglect
- report any form of abuse or suspected abuse
- never engage in sexual abuse or misconduct and to report any such conduct by other workers, participants, family members, carers or community members
- show respect for cultural differences when providing services
- act ethically, with integrity, honesty and transparency.

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