

## 5.5 Protection of Human Rights and Freedom from Abuse Policy

Owner:	Customer Experience Manager
Approver:	CEO
Date last reviewed:	January 2018

Spinal Cord Injuries Australia (SCIA) recognises the rights of each person with a disability to receive services and will not discriminate on any basis including areas such as race, religion, culture, gender, sexual preference or social standing.

SCIA will act to prevent abuse and neglect and to uphold the legal and human rights of each person with a disability. SCIA will uphold the United Nations Convention on the Rights of People with Disabilities (CRPWD). The CRPWD's guiding principles on fairness and human rights include: respect for human dignity and freedom, equality before the law, privacy, protection against discrimination and equal opportunity in employment.

### SCIA Code of Conduct

- All SCIA staff sign a code of conduct upholding the rights of the person that states that abuse and/or harassment of a person with disability will not be tolerated.

### Education and Training

- SCIA Staff receive orientation and training to ensure that they possess an understanding of the rights of people with disability.

### SCIA Operational Functions

SCIA will:

- seek potential staff, volunteers and Board Members who are committed to defending the legal and human rights of people with disability.
- provide adequate training for personnel in reporting and supporting clients in relation to abuse.
- ensure that all staff recruited to work within the Services of SCIA are screened with police checks and/or working with children checks.
- through annual performance appraisals, monitor and rate Service staff activities and compliance with the organisations requirements for clients rights to be upheld.
- source and make available relevant information and resources which can assist in dealing with issues relating to abuse.

### Reporting Abuse and Neglect

If a situation involving neglect or abuse occurs, the relevant SCIA staff member needs to document and report the incident to their immediate supervisor who in turn will report the issue to Human Resources. There are a number of important issues SCIA service staff need to consider when dealing with or reporting abuse.

In particular:

- The self-determination and decision making capacity of the client
- Privacy and confidentiality issues
- Instructions or information from other agencies or individuals
- Relationship of the client with family members and others

Human Resources will be responsible for the appropriate investigation and action and will provide information to the CEO.

Any client who believes they have been the victim of abuse or neglect will be encouraged to formally bring this to the attention of SCIA management through the complaints and grievances processes available on the SCIA website.

It is the responsibility of the Board to ensure:

- That a culture of non-discrimination and respect for clients is embedded across all business areas.
- That appropriate policies and procedures are in place.

It is the responsibility of the CEO to ensure:

- That appropriate policies and procedures are being adhered to by all staff.
- Each business area demonstrates its commitment to non-discrimination against clients
- Information is provided to the Board of any incidents of neglect or abuse

It is the responsibility of Managers to ensure:

- That a culture of non-discrimination and respect for clients is reflected in their delivery of service
- Records are maintained if any incident is reported and follow up actions are progressed as required
- Staff are aware of their responsibilities

It is the responsibility of staff to ensure:

- They comply with the Staff Code of Conduct
- They report any incident of abuse, neglect or discrimination