

SAFEGUARDING & PARTICIPANT SAFETY

Brighter Days Community Care

Document	Safeguarding & Participant Safety	Version	Rev.2
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Our safeguarding commitment

Brighter Days Community Care is committed to supporting people with disability in a safe, respectful and ethical way. Participants have the right to dignity, privacy, choice, cultural safety and freedom from abuse, exploitation, discrimination, harassment, neglect and sexual misconduct.

1. Your rights and safety

- Be treated with dignity and respect and have your human and legal rights upheld.
- Receive supports in a safe and competent manner, with care and skill.
- Have your privacy respected and your personal information safeguarded.
- Have your culture, faith, identity, values and preferences acknowledged and respected.
- Receive support in the least restrictive manner and be protected from abuse, exploitation, bullying, harassment, neglect and discrimination.
- Raise a concern or complaint and involve a family member, carer, advocate or support person.

2. What safeguarding means

Safeguarding means taking reasonable steps to prevent harm, recognise concerns early, respond to allegations seriously, and act when a participant may be at risk. Brighter Days Community Care expects workers and representatives to maintain professional boundaries and never use their position for personal gain.

3. Forms of harm we take seriously

- **Financial abuse:** misuse of a person's money, assets, property or possessions without consent, including theft, fraud, exploitation or pressure.
- **Emotional abuse:** behaviour that rejects, isolates, intimidates, humiliates, threatens or frightens a person, including bullying and harassment.
- **Physical abuse:** inappropriate physical contact, force, threats of physical abuse or inappropriate restraint.
- **Sexual abuse or misconduct:** unwanted sexual actions, sexual advances, sexual comments, coercion, intimidation or other sexual conduct that breaches professional boundaries.

- **Neglect:** failure to provide adequate care or support where a person's health, wellbeing or development is significantly impaired or placed at risk.

4. What happens if a safety concern is raised

- Allegations and concerns about abuse, neglect, exploitation or sexual misconduct are taken seriously.
- Immediate safety and support needs are considered first, including access to medical, counselling or other appropriate assistance where required.
- Workers are expected to report abuse or suspected abuse through Brighter Days Community Care reporting processes and, where necessary, to relevant authorities.
- Concerns about another worker or service provider may also be reported where the quality or safety of support is in question.
- Participants may access independent advocacy or another support person when they want assistance to raise or communicate a concern.

5. Children and young people

Brighter Days Community Care expects workers to support the safety, participation, wellbeing and empowerment of children and young people, to treat children with respect, and to report concerns about child abuse in line with applicable reporting requirements and organisational procedures.

6. Cultural safety and inclusion

Workers are expected to respect religious and spiritual beliefs, culture, ethnicity, gender, gender identity, sexuality, age and disability, and to be responsive to the unique needs, values and beliefs of Aboriginal and Torres Strait Islander people. Where cultural expectations are unclear, participants, families, carers, advocates and other supports should be consulted where appropriate.

7. Raising a safeguarding concern

You can raise a concern directly with Brighter Days Community Care. You may involve an advocate, family member, carer or support person. If you believe a concern has not been acted on and a person remains at risk, you may contact an appropriate external authority, including the NDIS Quality and Safeguards Commission.

Brighter Days Community Care	info@brighterdayscommunitycare.com.au
Emergency	If there is an immediate threat to life or safety, call 000.

8. Protection from victimisation

Brighter Days Community Care does not accept victimisation or detrimental treatment of a person because they raised a concern, made a complaint, or helped another person raise a concern.

Participant information - website edition