

Safeguarding and Working with Vulnerable People

Scope

All Anglicare personnel are required to observe the requirements outlined in this document. Anglicare personnel include;

- paid employees,
- contractors,
- volunteers (including the Board), and
- students

This document outlines Anglicare's position and strategies for safeguarding vulnerable clients. It is a key foundation of the Code of Conduct that informs behavioural expectations for all employees. This document covers the following requirements of the Safeguarding Children Accreditation Program:

- Safeguarding Children and Young People Policy Statement;
- Working with Vulnerable People – Children Policy; and
- Commitment Statement – Children and Young People.

Policy Statement

Anglicare will take all reasonable precautions to prevent an individual associated with the organisation who, by being associated with Anglicare, has or is perceived to have;

- authority, power or control over vulnerable people; or
- the trust of a vulnerable person; or
- the ability to achieve intimacy with vulnerable person –

from being able to perpetrate abuse on vulnerable people, including children and people with disabilities. Anglicare's commitment to providing a safe environment for vulnerable people including children and people with disabilities who access our services is endorsed and approved at the highest levels of our organisation.

Anglicare is committed to a workplace culture that:

- embraces equality,
- promotes respectful relationships and

has a zero-tolerance approach to all violence, abuse and neglect. Anglicare acknowledges that all people have the right to feel safe and to be treated with dignity that includes a right to be free

from violence and abuse In providing supports, Anglicare recognises that there is an increased risk of harm for some service users including one or more of the following:

- age-related risk (including children, young people and older people)
- people with disabilities
- risk related to gender and/or sexuality
- risk for people with cognitive disability and/or mental health issues
- risk related to people from culturally and linguistically diverse (CALD) and Aboriginal and Torres Strait Islander backgrounds
- support needs of people who use augmented and complex communication
- people who require support with management of finances
- people with a high dependency on services and lack other social supports

Anglicare is committed to an organisational systems that promotes a rights-based client-centred culture. These systems will promote safeguarding through;

- employees' screening,
- recruitment,
- selection and
- ongoing professional development processes

All Anglicare employees, are to maintain a current Registration to work with vulnerable people. This is required under the Registration to Work with Vulnerable People Act 2013.

All Anglicare employees are required by law to report any concerns of abuse and neglect per:

- The [Children, Young Persons and their Families Act 1997](#).

Anglicare is committed to safeguarding people in our care from all forms of abuse and neglect. Employees are required to respond to a belief, suspicion or knowledge of abuse or neglect. This includes incidents perpetrated by employee of Anglicare and partnering organisations.

- In these cases, employees must report allegations to Anglicare's Safeguarding Children Officer. This role is held by the General Manager People and Organisational Development.
- If the Safeguarding Children Officer is unavailable (or is the subject of the complaint/allegation). Employees are required to report to the Chief Executive Officer as the SCO delegate. All allegations are lodged as an incident via AIR with details recorded on Anglicare's Reporting Concerns over Child Abuse Form. Employees must also adhere to [Practice Guidelines to Mandatory Reporting](#).

Anglicare is a Safeguarding Children Accredited organisation. As a requirement, when child related allegations of abuse or neglect involve Anglicare employees; Anglicare is required to report these to the Australian Childhood Foundation. These requirements are to:

- Report all critical incidents verbally to ACF within 24 hours; and
- Report any allegations of child abuse or neglect to ACF that involve our personnel within 28 days of the incident.

The organisation supports this commitment through application of the requirements of:

- The Safeguarding Children Accreditation Program; and
- Zero Tolerance of Abuse - people living with disability strategy.

▼ Commitment

This document is to be read in conjunction with Anglicare's:

- Anglicare - Code of Conduct
- Issues of Significance
- National Police Record Check
- The requirements of each specific role as defined in the associated position description.

All Anglicare employees are required to sign an [Induction Personnel Declaration](#) as evidence of their commitment to adhere to this policy and principles.

Anglicare supports the rights of vulnerable people, including children and young people. Anglicare will act without hesitation to ensure a safe environment is maintained at all times. This specifically includes groups with additional vulnerabilities such as;

- indigenous children,
- children with disabilities,
- children from culturally diverse backgrounds, and
- children identifying as LGBTI.

Explicit in this document is Anglicare's organisational and personal commitment to all clients. This specifically includes children and people with disabilities. Anglicare will take immediate actions on:

- Anything that makes a person be or feel unsafe
- Anything that does not support a person's human rights
- Anything we could do better

Where abuse, neglect or the mistreatment of clients is disclosed; the safety and well-being of the client is the priority. Employees are to ensure that the affected client is supported as a first priority. Justice for victims is to be prioritised over the organisation's reputation.

Breaches of this document will be managed through Anglicare's [Discipline Management](#) processes and may result in termination of employment.

Process

▼ Recruitment and induction

The following outlines Anglicare's position in regard to the recruitment and induction of employees, volunteers and students, and their interactions with vulnerable clients.

Anglicare requires all employees, volunteers and students to hold a current Registration to work with vulnerable people. It is the responsibility of employees, volunteers and students to obtain and maintain their "[Working with vulnerable people registration](#)" through the [Apply for registration to work with vulnerable people](#) website. Volunteers will be reimbursed the costs when they provide evidence of their registration and receipt to Human Resources.

▼ Recruitment

Positions with direct client contact

- All new employees, students and volunteers that have direct client contact, or responsibilities in supervision, support or direction of staff with direct client contact; are required to have a current "*Working with vulnerable People registration*" and undertaken a "working with vulnerable people – unsupervised contact" National Police Record Check (see Anglicare's National Police Record Check Policy) prior to commencement of employment or placement.

Positions with non-direct client contact

- For employees, students or volunteers whose duties do not include direct client contact, employment or placement may proceed on the basis that processes are underway for registration and evidence (receipt or email from Service Tasmania and a Statutory Declaration stating that no serious offence which a conviction has occurred would affect continuation of employment) has been sighted by Human Resources. A "working with vulnerable people – unsupervised contact" National Police Record Check must also be completed.
- Non-direct client contact positions may include employees who work in the following areas:
 - Finance;
 - Office of the Chief Executive;
 - Marketing;
 - Administration Support (including project support);
 - Information and Business Systems;
 - Payroll;
 - Business Support Centre; and
 - Infrastructure not listed

Volunteers

- Where a volunteer is required to have an "*working with vulnerable people registration*" with NDIS registration, Anglicare will pay the difference between the volunteer "*working*

with vulnerable people registration" and the NDIS registration. Volunteers must present proof of payment to Human Resources to receive a reimbursement.

♥ Employee responsibilities and requirements

- All employees who have current "*Registration to work with vulnerable people*" are to update their employment details through the Tasmanian Government Consumer, Building and Occupational Services licensing and registration website within ten (10) working days; if your name, address, employment or volunteering details have changed.
- New employees are required to update their employment status with Anglicare upon appointment to the organisation.
- Employees (and volunteers where relevant) holding current "*Registration to work with vulnerable people*" will be required to undertake registration renewal every three years. This cost is to be met by the employee, but volunteers will be reimbursed. Employees who obtained or renewed their "*Registration to work with vulnerable people*" after **1 February 2021** will be required to renew their registrations every five years.
- All employees are required to sign and complete a Statutory declaration – National Police certificate prior to commencement in their position.
- If an employee works in one of the Business Units outlined above they are required to select the NDIS Worker Screening Check as part of their renewal
- Employees who fail to gain or renew registration prior to the renewal due date will be suspended without pay until the registration process is completed.
- Employees, volunteers and students are required to notify via email to RWVP@justice.tas.gov.au their change of criminal history and their Manager immediately after being charged with a relevant offence; meaning:
 - a drug related offence under the [Poisons Act 1971](#) or the [Misuse of Drugs Act 2001](#) or a similar offence committed in another jurisdiction or elsewhere;
 - any of the following offences, whether committed in Tasmania, another jurisdiction or elsewhere:
 - a sexual offence;
 - an offence against a person;
 - an offence involving violence;
 - an offence involving dishonesty or fraud;
 - an offence relating to property;
 - an offence against an animal;
 - a driving offences
 - an offence, whether committed in Tasmania, another jurisdiction or elsewhere, relating to another offence specified in this definition and comprising any of the following behaviours:
 - attempting to commit the offence;
 - inciting, instigating, aiding or abetting the commission of the other offence;
 - being an accessory after the fact to the other offence;
 - Employees, Volunteers and Students are required to notify their Manager and RWVP@justice.tas.gov.au if any of the below details have changed since they first applied:

- overseas offence details
- family violence order details
- restraint orders / apprehended violence order details
- child protection orders (that you have been involved in)
- Ongoing employment and placement is dependent on a review of the offence. If a decision is made to terminate employment or placement because of an unsatisfactory assessment, the rationale for the decision will be communicated to the person.
- If registration of an existing employee is not approved by the Tasmanian Government and a decision not to support registration is made, then the employment of the individual will be terminated.

▼ Anglicare's responsibilities

Supporting employees in the registration process:

- Where the Tasmanian Government seeks additional information or a reference from Anglicare in order to assess an application, the decision to provide such support will be made by the Chief Executive Officer or delegate.
- In making a decision whether to support an application, the principles for the [National Police Record Check](#) will be applied.
- If a decision is made not to register an applicant is made through the Registration to work with vulnerable people process, this is communicated to the applicant by the Tasmanian Government and Anglicare will be notified.

Anglicare will check potential employees, volunteers or students “*Registration to work with vulnerable people*” status before they commence work with the organisation, using the applicants application/registration number and surname to confirm currency.

Anglicare will conduct quarterly sampling of employees “*Registration to work with vulnerable people*” to ensure that information is current against organisational records.

If Anglicare has concerns about whether employees, volunteers and students are safe to be working with vulnerable clients, the organisation is mandated to report to the appropriate Authority. This includes but is not restricted to; Police, Strong Families, Safe Kids (Advice and Referral Line), the Australian Health Practitioner Regulation Authority (AHPRA) and the NDIS Commissioner. In these circumstances, an employee may be stood down (with or without pay) while these concerns are addressed.

Any actions or allegations that meet reporting requirements of the [Tasmanian Reportable Conduct Scheme](#) will be managed through this process.

▼ Contractors and sub-contractors

- Contractors and sub-contractors engaged by Anglicare working in a regulated activity working at premises where contact with vulnerable people is highly likely will require a “*Working with vulnerable people registration*”.
- Evidence must be sighted by the Manager - Service Centre and Business Support prior to commencing work.

✦ Exemption from registration

The Chief Executive Officer or Chief Financial Officer, may exempt external contractors and sub-contractors engaged on a short term or ad-hoc basis, not directly in contact with clients. These exemptions apply only to contractors who may be on Anglicare sites for short term task specific duties and will be supervised by an Anglicare employee while on site.

✦ Harm Prevention

Anglicare supports the rights of vulnerable people, to feel safe and to be treated with dignity. Anglicare will act without hesitation to ensure a safe environment at all times for people access services.

Anglicare acknowledges that responsibility for safeguarding and harm prevention is joint responsibility. We will actively work with key stakeholders to ensure the safety of people we support. This includes:

- Parents and families who care for and protect their children. To engage in decision making and provide feedback that has an impact on the family and their children
- Clients including children, young people and people with disabilities. To be supported to take part in decisions affecting them.
- To support and protect their members and support families to raise their children and those who are vulnerable.
- Other organisations including statutory agencies. To deliver services and provide support in development and direction of policy and evidence-based practice.

The following guidelines outline Anglicare’s expectations for interactions between clients and employees. These guidelines aim to prevent abuse, neglect and exploitation.

Breaches of this document will be managed through Anglicare's [Discipline Management](#) processes and may result in termination of employment.

- ✦ Interactions between clients and employees, volunteers and students
- ✦ Alcohol and Other Drugs

Supply of alcohol, tobacco or other drugs to clients is prohibited.

Consumption of alcohol and other drugs by employees in the workplace can put clients at risk. Anglicare requires that there is no consumption of alcohol or other drugs in the workplace. This

includes work cars, retreats, functions and training courses. Except with the permission of the CEO, or for legitimate medical reasons.

Where there is reasonable grounds for believing that due to the effects of alcohol or other drugs an employee;

- is incapable of performing their duties, or
- may constitute a risk to other employees or clients.

Managers must arrange for the employee's removal from the workplace in a safe manner.

Complete requirements for workers in relation to alcohol and drugs are identified in [Alcohol and other Drugs in the Workplace](#) .

▼ Behaviour of Concern

Children and young people need to be provided with clear directions. They should always be given an opportunity to redirect any misbehaviour in a positive manner. Employees must use strategies that are;

- fair,
- respectful, and
- appropriate to the developmental stage of children and young people.

Under no circumstances are employees to take disciplinary action that involves:

- physical punishment, or

any form of treatment that could reasonably be considered as,

- degrading,
- cruel,
- frightening, or
- humiliating.

Employees are to use appropriate techniques and behaviour management strategies to ensure:

- An effective and positive environment.
- The safety and wellbeing of children or young people participating in our programs

Restraint, Aversive or intrusive practices will not be used by Anglicare's employees. Where a person is in immediate danger to themselves or others, employees may need to act out of a duty of care. In these cases, the incident is to be reported via AIR and reported to the employee's supervisor.

▼ Change room arrangements

Where Anglicare employees are required to supervise people in change rooms. They are to balance that need with the person's right to privacy exercising the following considerations:

- Employees should avoid one-to-one situations with a client in a change room area
- Employees are not to use the change room areas when clients are present.
- Employees need to ensure adequate supervision in 'public' change rooms when they are used.
- Employees need to provide the appropriate level of supervision required to prevent abuse by;
 - members of the public,
 - adult clients or
 - peer clients;

while also respecting a client's privacy.

- Female employees are not to enter male change rooms and male employees are not to enter female change rooms.

✓ Client finances and belongings

Supporting clients with the management of finances is a specialised area of support. Employees are only to provide this support where it is within their program and support is in the client's support plan.

To assist in protecting client's belongings. In residential settings, client's belongings will be included on an inventory provided to the client and on the client file.

✓ Client-initiated inappropriate behaviour

When physical contact is initiated by a client that is sexual or inappropriate. Anglicare employees are required to report the incident on AIR and to their supervisor immediately.

✓ Client to client abuse

Anglicare will take all reasonable steps to ensure that people who use our services are safe from abuse and neglect. At times however, clients may be at risk of abuse from other clients. All allegations or threats of client to client abuse will be treated seriously. The complainant's welfare not to be compromised by any apparent conflict in offering supports to the alleged perpetrator.

When there is an allegation or threat of client to client abuse. Anglicare will take all reasonable steps to ensure that the client who experienced the abuse is supported.

Support will be provided that recognises self-determination and removes opportunities for further abuse.

Where the allegation identifies abuse that is criminal in nature:

- Where the complainant is a child or person with a disability. Employees will report as required per [Practice Guidelines to Mandatory Reporting](#)
- Where the complainant is an adult who has capacity to make informed decisions, they will be supported by Anglicare staff.
- Anglicare employees will encourage and support complainants to take appropriate legal action.

All incidents of client to client abuse are to be reported on AIR. Where the complainant is a child or person with a disability. Employees will report as required per [Practice Guidelines to Mandatory Reporting](#).

Where continued support to the alleged perpetrator presents risk to the person making the allegations:

- The alleged perpetrator will be supported to find alternate supports.
- In residential services, the alleged perpetrator will be supported to find alternative accommodation.

For the safety of themselves and the complainant.

✧ Communication

Language and tone of voice used in the presence of clients should;

- provide clear direction,
- boost their confidence and
- encourage or affirm.

It must be in a manner that the client understands, including being culturally appropriate. It should not be:

- Discriminatory, racist or sexist;
- Derogatory, belittling or negative (for example, by calling a child a 'loser' or telling them they are 'too fat');
- Intended to threaten or frighten; or
- Profane or sexual.

Language used should reinforce support boundaries and the professional relationship between a worker and client.

✧ Dual or previous relationships with clients

Where an employee and a client have an existing or past;

- personal,
- social,

- sexual or
- financial relationship.

The employee must immediately inform their supervisor of the relationship. The employee and their supervisor will implement strategies to ensure minimal contact with the client to ensure:

- The client's privacy and confidentiality; and
- Minimal impact on the client's support relationship with the service.

▼ Employee disclosures

Anglicare's employees are required to report and respond to any concerns or incidents of harm towards our clients. This includes any concerns of unsafe behaviour by employees of partner organisations.

While employees are advised to discuss their concerns with their manager all employees are required to report all concerns of abuse or neglect as detailed in the Mandatory Reporting – Abuse, neglect and reportable incidents documentation.

Employee disclosures are to be recorded and investigated on AIR.

▼ Electronic communications

All Anglicare employees and clients accessing services are required to follow Anglicare's ICT Acceptable Use and [Social Media](#) policies.

- Electronic communication with clients will only occur to enable supports. All communication is restricted to issues directly associated with service delivery.
- Requests to keep a communication secret from a parent or guardian must not be made to a child, young or vulnerable person.
- Employees are not to follow, friend or engage with people they are supporting via Social Media platforms. [Practice Guidelines to Mandatory Reporting](#)

▼ Gift giving and receiving

Managers are required to authorise any gifts to clients or their families involved in programs. Parents or guardians are to be informed of gifts given.

Anglicare's requirements for employee's being offered gifts from clients is detailed in the [Receipt of Gifts](#) policy. Should an employee be offered a gift the policy states:

▼ For gifts

Small gifts such as

- thank you cards,
- Christmas cards,
- chocolates or
- home made products are acceptable, -

but must be declared to the Supervisor.

- Gifts that appear to be more substantial than those above must be immediately declared to the employees Supervisor.
 - The Supervisor is to raise a Human Resources Request Portal notification - [Receipt of Gifts](#). The notification will identify the nature of the gift along with estimated value.
 - A decision on what will occur with the gift will be made by the General Manager People and Organisational Development.
 - This may include as appropriate; –
 - sharing it with another person who uses our services or
 - where not appropriate, sharing the gift with the employee's team.
 - The Human Resources Request will be recorded on the employee's personal file.
- Clients should be made aware that the relationship you have with them is based on the provision of support and that gifts are not necessary. But if given a gift, the client should be thanked. If the gift is substantial, the client is to be informed that the employee will declare the gift. Also they should be informed that where appropriate, it may be
 - shared with another client who may benefit from it; or
 - shared with the employees team.
- Employees will not accept gifts of money under any circumstances.
- If a person indicates that they would like to make a gift of money to an employee. The employee should inform them that Anglicare does accept donations that are used to assist others seeking support. In these instances, the person should be directed to anglicare-tas.org.au to make donations.
- Employees will not accept gifts of alcohol, and other drugs under any circumstances.

▼ In the case of wills and bequests

Employees are not to offer any advice or help to clients, or their families, on the completion of Wills, or their contents

- If help is requested they are to be supported to seek this through their family, friends or an advocate.

Anglicare does not expect that employees will be the recipients or beneficiary in a client's Will. Should this occur; the bequest must be declared to the employee's Supervisor at the time the employee becomes aware of the bequest.

- The Supervisor is to raise a Human Resources Request Portal notification. The notification will identify the nature of the bequest along with estimated value.

▼ Identity cards

Employees and volunteers will display their identity card as required by [Employee identity \(ID\) Card](#) requirements.

Students are to provide and display identification from their educational institution. The card will state their name and that they are a student.

▼ Medication

A range of Anglicare's services provide supported accommodation for people at risk. It is recognised that residents may have prescribed medications when they access the service. Anglicare clients are to be supported with their medications per Client Medication policy.

The [Medication management in Accommodation Services](#) provides guidelines for Accommodation Services employees.

▼ Outreach work

Outreach is any client activity performed by an employee who is normally based in an Anglicare office. Outreach does not include community-based support work where alternative approaches are implemented.

Employees must ensure that clients are comfortable with them being in their home or other community setting. Clients should be made aware of their rights and how to raise any concerns regarding service. Outreach visits will only be conducted as scheduled as part of service support plan. Employees are to record the purpose of the visit and enter all outreach in Outlook calendar.

Employees are to provide supports per the organisation's [Outreach](#) requirements.

▼ Overnight stays and sleeping arrangements

Overnight stays are to occur only within program guidelines. Employees will be rotated on overnight duties occur to minimise risks. The following guidelines are to be observed by employees for the duration of overnight stays:

- Providing clients with privacy when bathing and dressing;
- Observing appropriate dress standards when clients are present.
- Clients are not to be exposed to adult nudity by employees;
- Preventing client exposure to pornographic material in the course of accessing Anglicare services. For example through:
 - movies,

- television,
 - games,
 - Internet,
 - magazines; or
 - written materials
- Not leaving children or people with disabilities under the supervision or protection of unauthorised persons. This may include people such as hotel staff or friends;
 - Not involving sleeping arrangements that may compromise the safety of clients, such as;
 - unsupervised sleeping arrangements, or
 - an adult sleeping in the same bed as a child, young person or a client with limited capacity.
 - Adequate staffing to provide appropriate level of safety and support, as funded; and
 - The right and means for children and vulnerable clients to contact their parents/guardians, or others. At any time, they feel unsafe, uncomfortable or distressed during the stay.

▼ Photography and video recordings

Anglicare prohibits all employees from photographing or recording of clients without their permission. Consent for recording and using images of a client must be recorded on [Photographs, images or recordings release form - Therapeutic.docx](#) or [Photographs, images or recordings release form - Promotional.docx](#).

Under these guidelines people may be photographed while involved in programs only if:

- The context is directly related to participation in a program; and
- The client is appropriately dressed and posed.

For children and people who cannot provide informed consent. Their parent or guardian must have granted prior and specific approval for photographs to be taken.

Images are not to be taken, even at a client's request, if it does not meet the guidelines above.

Images are not to be distributed (including as an attachment to an email) to anyone outside of Anglicare other than to the client. To prevent unauthorised sharing of images. All Images (digital or hard copy) are to be stored per [Client File Management](#) .

Images are not to be exhibited on the Anglicare website without client or parental or guardian knowledge and approval. Promotional photography is to be identified on the [Photographs, images or recordings release form - Promotional.docx](#).

▼ Physical contact

Any physical contact with clients must be appropriate to the delivery of services. Within the scope of an employee's role this may include;

- provision of personal care activities,
- reasonable support needs of client, or
- emergency first aid situations.

Outside the scope of an employee's role, employees won't have physical contact with clients that:

- Would appear to a reasonable observer to have a sexual connotation;
- Is overly physical – for example, wrestling, horseplay, tickling or other roughhousing;
- Is unnecessary – for example, assisting with toileting when a client does not need assistance; or
- Is not required under the client's support plan.

Where an employee has physical contact to prevent injury to a client or to others. Physical restraint should be a last resort with the level of force used, being appropriate to circumstances. The incident must be reported on AIR and to the worker's supervisor immediately.

Physical contact will not occur with clients to meet the needs or expectations of employees.

▼ Role boundaries

Anglicare employees will not, under any circumstances, act outside their role as specified in;

- their position description,
- [Anglicare - Code of Conduct](#) and
- [Support Boundaries and Conduct Guidelines](#).

Anglicare employees:

- Must not provide unauthorised transportation of past or current clients of our services;
- Outside of authorised programs. Employees must not engage in activities or seek contact with clients or their families (including former clients);
- Must not form personal, social, sexual or financial relationships with clients or their families.

Where clients with limited cognitive capacity need support outside of the scope of the Anglicare service. Employees will;

- seek advice from management, and
- obtain parental or guardian consent

- to refer client to an appropriate support agency.

✧ Sexual misconduct and relationships with clients

Sexual misconduct applies when from the views of a reasonable observer:

- Behaviours or acts with clients that may be seen to have sexual connotations.

This applies to the full range of behaviours, actions and attitudes, from:

- an inappropriate understanding of the support relationship between employee and client,
- grooming,
- predatory behaviour, and
- sexual relationships.

To ensure safeguarding of clients:

- All forms of sexual behaviour in the relationship between employees and a current client are unacceptable;
- Sexual relationships with former clients will be considered on an individual basis. Consideration will be given to factors outlined in this document, and;
- [Anglicare - Code of Conduct](#) and
- [Support Boundaries and Conduct Guidelines](#).

When disclosed, the relationship must be raised as an incident on AIR and notified to the appropriate General Manager; and

- Sexual behaviour with a minor or person with diminished capacity to consent is not acceptable under any circumstance. The offender will be reported to the Police as well as any required notifications under specific funding guidelines. The employee will be stood down pending the outcome of the investigation.

✧ Support provision

Where possible:

- Anglicare will support employees to avoid one-to-one unsupervised situations with clients. Especially in relation to children and young people.

Where it is operationally possible:

- Employees are to conduct activities and discussions with clients in view of other employees.

✧ Transporting clients

Anglicare will only provide transport for clients in the context of service delivery. For clients of Acquired Injury Support Services, transport will only be provided as detailed in support plans signed by the client.

For children and people who cannot provide informed consent. Employees are to complete the Transporting Vulnerable People Form to be signed by the client's legal guardian. This form is to include:

- The form of transport proposed, such as private car, taxi, self-drive bus, bus with driver, train, plane or boat;
- The reason for the journey;
- The route to be followed, including any stops or side trips; and
- Details of anyone who will be present during the journey other than Anglicare employees involved in support.

The Transporting Vulnerable People Form may accommodate ongoing and regular transport of client for up to 12 months.

▼ Exceptions

There may be situations where aspects of these guidelines do not apply. For example, where a young person is under 18 but living independent of a parent or guardian, or in an emergency situation.

Before taking action that does not follow the requirements of these guidelines. Employees are to seek management authorisation and document authorisation on client file.

In situations where a worker takes actions that do not meet the requirements of these guidelines. They are to complete an incident report on AIR and tell management as soon possible after the incident.

▼ Vaccinations and medical declarations

Transmission of preventable diseases has potential to cause illness and deaths for clients. Anglicare has a duty of care and a responsibility under occupational health and safety legislation to minimise this risk.

To manage this risk. Anglicare adopts the National Health and Medical Research Council guidelines for vaccinations, [The Vaccination Handbook](#).

For the safety and well-being of

- clients,
- fellow employees and
- themselves;

- employees are encouraged to maintain vaccinations relevant to their position:

OVIDCategory	Risk factors	Vaccination requirements	Examples
A: Direct client contact and exposure to blood and/or body fluids	May be exposed to and/or spread blood borne and airborne infections.	• COVID • Hepatitis B • Pertussis (whooping cough) • Measles • Mumps • Rubella (German Measles) • Varicella (Chicken pox) • Influenza	Carers, enrolled and registered nurses.
B: Indirect client contact (no exposure to blood and/or body fluids)	May be exposed to and/or spread airborne infections.	• COVID • Pertussis (whooping cough) • Measles • Mumps • Rubella (German Measles) • Varicella (Chicken pox) • Influenza	Social workers, case workers and counsellors
C: No or minimal client contact	Same risk as members of the general public.	• COVID • Influenza	Administration staff, gardeners and cleaners.

The [Anglicare Tasmania Enterprise Bargaining Agreement 2021](#) (clause 15) details requirements relating to costs of vaccinations.

Employees are required to disclose physical or mental health issues that may impact on a client's safety. This includes medical conditions and disabilities. If employees have a medical condition that may affect client safety, their duties may be adjusted.

▼ Risk and protective factors for harm

Source: [Risk and protective factors for child abuse and neglect](#) – The Australian Institute of Family Studies; May 2017

International research has identified many risk factors for child abuse and neglect. The table below identifies some commonly identified risks as being factors in child maltreatment. These have been divided into ecological levels of development.

It is important to note that while there are risk factors at the child's developmental stages. The child is never responsible for the abuse or neglect.

<i>Ecological level</i>	<i>Risk factors</i>
Sources: Black, Smith Slep & Heyman, 2001; Brown, Cohen, Johnson, & Salzinger, 1998; Clément, Bérubé & Chamberland, 2016; Dubowitz et al., 2011; Forston, Klevens, Merrick, Gilbert & Alexander, 2016; Freisthler, Merrit & LaScala 2006; Li et al., 2011; Palusci, 2011; Putnam-Hornstein & Needell, 2011; Shook Slack et al., 2011; Stith et al., 2009 Wu et al., 2004)	
Individual child factors	• low birth weight • pregnancy or birth complications • child temperament or behaviour • child disability

Family/parental factors	• parental substance abuse • involvement in criminal behaviour • family conflict or violence • mental health problems • child perceived as problem by parents • history of child abuse and neglect • large family size • exposure to stress • parental temperament • teenage/young parent/s • single or unmarried parents • low level of parental education • use of corporal punishment • unplanned pregnancy • physical health problems • low self-esteem • social isolation
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Social/environment factors	• socio-economic disadvantage • parental unemployment • housing stress • lack of access to social support • lack of pre-natal care • neighbourhood disadvantage • neighbourhood violence
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Commonly found factors in research that may reduce the likelihood of child abuse and neglect are outlined below. Overall less is known about protective factors as less research has occurred over the years compared to risk factors.

Ecological level	Protective factors
Sources: Black et al., 2001; Brown et al., 1998; Clément et al., 2016; Dubowitz et al., 2011; Forston, Klevens, Merrick, Gilbert & Alexander, 2016; Freisthler et al., 2006; Li et al., 2011; Palusci, 2011; Shook Slack et al., 2011; Stith et al., 2009	
Individual/child factors	• social and emotional competence • attachment to parent/s
Family/parental factors	• strong parent/child relationship • parental self-esteem • family cohesion • two-parent household • high level of parental education • self-efficacy • family functioning • knowledge of parenting and child development • parental resilience • concrete support for parents

Social/environmental factors	· positive social connection and support · employment · neighbourhood social capital · adequate housing · socio-economically advantaged neighbourhood · access to health and social services
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Definitions

▼ Abuse

Abuse is any act that violates a person's rights that causes harm, or a serious risk of harm, and includes the following:

Chemical abuse	Any misuse of, or withholding of, a person's medications or prescriptions.
Elder abuse	Abusive behaviour in a relationship with an older person. It can include financial abuse, physical abuse, emotional abuse or sexual abuse, as well as controlling behaviours like social isolation or gaslighting. It can also include intentional and unintentional neglect.
Emotional abuse	Abuse and violence without being physically hurt. Emotional abuse does not leave physical scars but it can have a big impact on a person's mental health and wellbeing. Someone experiencing emotional abuse can feel anxious, depressed and even suicidal. This can include gaslighting where the person is manipulated into doubting their own sanity
Financial abuse	The illegal or unethical misuse of, or withholding of, another person's finances or property, including putting inappropriate pressure on a person in order to gain access to their assets.
Image based abuse	Abuse when someone shares, or threatens to share, intimate photos without the consent of the person in the photo.
Physical abuse	Inflicting, or threatening to inflict, physical pain, injury or discomfort, including aversive and intrusive Practices.
Post separation violence	A form of abuse that is used by a perpetrator to keep their partner from leaving the relationship, or to continue to control their ex-partner once the relationship has ended.

Reproductive Coercion	Restricting or denying a woman's ability to make her own decisions about her body is an attempt to maintain power and control over a woman. Behaviour that has the intention of controlling a woman's reproductive health decision-making is known as reproductive coercion.
Sexual abuse	Any form of sexual activity with a person without the consent of that person, including intercourse, genital manipulation, masturbation, voyeurism, sexual harassment, inappropriate exposure to pornographic material and grooming. In Tasmania any sexual contact between an adult and a child 16 years or younger, or with a person not capable of giving valid consent (i.e. have a mental impairment), is illegal.
Social abuse	Prevents a person from spending time with family and friends, and participating in social activities. By isolating them from their support networks
Spiritual abuse	The denial or use of spiritual or religious beliefs and practices to control and dominate a person. Spiritual abuse can impact on someone's self-esteem and confidence, make them feel guilty, damage their spiritual experiences and isolate them.
Stalking	Happens when a person intentionally and persistently pursues someone against their will. The stalker does this to control, intimidate and create fear in the person they are stalking. The person being stalked may feel like they are in danger.
Verbal abuse	A key feature of emotionally abusive relationships. The perpetrator consistently makes statements that negatively label a person. This has a serious impact on the self-esteem and confidence of the person experiencing the verbal abuse.
Witnessing family violence	Witnessing family violence is a specific form of emotional or psychological abuse. Family violence is defined as violence between members of a family or extended family or those fulfilling the role of family in a child or young person's life. Exposure to family violence places children and young people at increased risk of physical injury and harm and has a significant impact on their wellbeing and development.

✧ Additional Definitions

Aversive, restrictive and intrusive practices	Aversive treatment, restrictive and intrusive practices are approaches used to modify behaviour of concern in the past but are now defined as a form of physical abuse and not accepted as appropriate behaviour management or treatments. Anglicare does not support the use of these practices for the management of client behaviour. An intrusive practice is one that is placed or forced upon another person without their invitation or consent. An aversive treatment practice is one that uses unpleasant physical or sensory stimuli in an attempt to reduce undesirable behaviour. Restrictive practices include physical, chemical, mechanical and psychosocial restraints and seclusion. Refer to Anglicare's <i>Issues of Significance</i> for more detailed definitions of these terms. <u>Exceptional circumstances</u> In situations where the person is in immediate danger of harming themselves or others, service providers have a duty of care to protect the person or persons. In these exceptional circumstances consent is not required for restraint or seclusion to be able to be used lawfully and failure to act could in fact constitute a breach of duty of care. These incidents must be immediately reported to a supervisor.
Concerns for unborn children	If, while a woman is pregnant, an adult knows, or believes or suspects on reasonable grounds, that the child of that pregnancy once born; • Is reasonably likely to suffer abuse or neglect; or • Is reasonably likely to require medical treatment or other intervention as a result of the behaviour of the woman, or another person with whom the woman resides or is likely to reside, before the birth of the child.
Exploitation	Is taking advantage of the vulnerability of another person in order to use them, or their resources for another person's profit or advantage, financial abuse is a form of exploitation.

Guardianship	A guardian, enduring guardian, enduring power of attorney or person responsible are the substitute decision makers appointed when a person lacks mental capacity. Mental capacity is defined in Tasmanian legislation as when a person knows what they are doing and understands the consequences of their actions. Guardianship is the legal responsibility and power to make decisions on behalf of another person who cannot make reasonable decisions for themselves. Decisions may be about where that person will live, the care and services they receive, or financial matters.
Neglect	Is the failure of a care provider to meet the needs of a person who is unable to meet these needs alone and includes the necessities of life such as food, shelter, clothing, health care, a nurturing environment and protection. This can be as extreme as abandonment where the care giver deserts the vulnerable person in their care. In Tasmania 'Duty of Care' is a component of the law of negligence for acquired injury support services and all Tasmanian's are required to take reasonable care to avoid injury to children and other people with a disability, through action or inaction.
Vulnerable person	A vulnerable person is defined as: • a child (young person) under the age of 18 years of age, or • an adult who is receiving or in the need of community care services due to reasons of disability, age, illness or other circumstances, and may be unable to care or protect themselves against significant harm, exploitation or neglect.

✓ Legislative requirements

The following legislation provides the statutory requirements for working with vulnerable people and mandatory reporting requirements in Tasmania:

✓ Age Discrimination Act 2004

[Age Discrimination Act 2004](#)

This legislation aims to ensure that people are not treated less favourably on the basis of age, including in the provision of goods and services.

✓ Anti-Discrimination Act 1998

[Anti-Discrimination Act 1998](#)

This legislation sets out the grounds on which people cannot be discriminated against including persons:

- Race;
- Age;
- Sexual orientation or gender;
- Marital or relationship status;
- Disability;
- Political belief or affiliation;
- Religious belief , affiliation or activity; and/or
- Irrelevant criminal or medical record.

▼ Child and Youth Safe Organisations Act 2023

Child and Youth Safe Organisations Act 2023

Provides organisations with:

- The role of the Independent Regulator and Deputy Independent Regulator
- The requirements to comply with the Child and Youth Safe Standards
- The function of the Independent Regulator and the organisations legal requirements in the Reportable Conduct Scheme
- Information sharing relating to children and young people along with information relating to "persons concerned"

▼ Children Young Persons and their Families Act 1997

Children Young Persons and their Families Act 1997

Under this Act, an adult who knows, believes or suspects on reasonable grounds, that a child is suffering, has suffered or is likely to suffer abuse or neglect has a responsibility to take steps to prevent the occurrence or further occurrence of the abuse or neglect by reporting the case to the appropriate authority.

▼ Disability Discrimination Act 1992

Disability Discrimination Act 1992

This legislation aims to ensure that people are not treated less favourably on the basis of disability, including in the provision of goods and services.

▼ Family Violence Act 2004

Family Violence Act 2004

Under this Act, prescribed persons (registered medical practitioners, nurses, dentists, psychologists, and school teachers), must inform a police officer as soon as practicable if they believe, or suspect, on reasonable grounds, or know, 'that family violence involving the use of a weapon, sexual violence or physical violence, or where a child is affected, has occurred or is likely to occur'.

✧ Health Practitioner Regulation National Law (Tasmania)

Health Practitioner Regulation National Law (Tasmania)

The Health Practitioner Regulation National Law, came into effect on 1 July 2010. This has a mandatory requirement for employers of registered health practitioners, to advise AHPRA if they have formed a reasonable belief that a health practitioner has behaved in a way that constitutes notifiable conduct in relation to the practice of their profession. Notifiable conduct by registered health practitioners is defined as:

- Practising while intoxicated by alcohol or drugs;
- Sexual misconduct in the practice of the profession;
- Placing the public at risk of substantial harm because of an impairment (health issue); or
- Placing the public at risk because of a significant departure from accepted professional standards.

✧ Mental Health Act 2013

Mental Health Act 2013

Under this Act, it is an offence to intentionally ill-treat a person knowing that the person has a mental illness and is, in consequence of the mental illness, unable to take proper care of themselves.

✧ National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018

This legislation requires registered NDIS providers to give details about all incidents that are identified as reportable incidents that happen, or are alleged to have happened, in connection with the provision of supports or services by registered NDIS providers. These incidents include the death, serious injury, abuse or neglect of a person with disability and the use of restrictive practices in particular circumstances.

✧ Registration to Work with Vulnerable People Act 2013

Registration to Work with Vulnerable People Act 2013

This legislation requires compulsory registration through a background check for people who work or volunteer with children and/or vulnerable people in Tasmania. The registration system establishes mandatory minimum checking standards that will apply across all regulated activities. It is an offence to employ a person in a child-related activity unless they hold Employment/Volunteer class registration in Tasmania under this Act.

Supporting Documentation

[Access and Equity](#)

[Anglicare - Code of Conduct](#)

[Charter of Rights and Responsibilities](#)

[Client File Management](#)

[Dignity of Risk/Duty of Care](#)

[Discipline Management](#)

[Issues of Significance](#)

[Photographs of Clients - promotional](#)

[Photographs of Clients - therapeutic support](#)

[Privacy & Confidentiality](#)

[Safeguarding and Working with Vulnerable People](#)

[Support Boundaries and Conduct Guidelines](#)

[Tasmanian Reportable Conduct Scheme](#)

[Workplace Behaviour](#)

Additional resources

[Apply for registration to work with vulnerable people](#)

[Child and Youth Safe Organisations Framework](#)

[National Disability Services - Zero Tolerance Website](#)

[National Police Record Check](#)

Version 72

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