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Staff Training Requirements

This policy is to read in conjunction with Training Evolution's Cyberbullying Policy and Restrictive Practices and Positive Behaviour Support Policy at onboarding. First day and refresher training, 6-monthly.

Policy Overview

To ensure the safety of all clients and our staff members whom witness harm, neglect or abuse, must adhere to the following:

- ① Protect the person – make the person who has experienced abuse:
 - Safe;
 - Provide medical assistance as required and/or remove the source of harm from the person (e.g. other people, objects etc.); and
 - Explain to the person what is happening and that it is not their fault.
- ② Complete a critical incident report:
 - Preserve and record the evidence;
 - Maintain the scene of the incident where relevant, especially for criminal acts;
 - Take photos and protect any personal articles involved; and
 - Write down what you know, including situation, the people and services involved and any witnesses.
- ③ Action:
 - Immediately report criminal acts or deaths to the police;
 - Record the incident in the Student Management System and email Manager or CEO to action;
 - Complete an incident report as per Critical Incident Types table below:
 - Level 1 – immediate verbal notification to your Manager and CEO followed by a critical incident report form submitted within four hours of becoming aware of the incident.
 - Level 2 – immediate verbal notification to your Manager and CEO followed by a critical incident report form submitted by 5pm the next business day of becoming aware of the incident.
 - All information and reports are kept confidential to protect people's rights and privacy.
- ④ Support the abused person as well as the complainant if applicable – ensure they are not subject to retribution and stop any attempts at further abused. Actions that may occur include:
 - Involving victims support services;
 - Counselling for staff, clients or complainants;
 - Temporarily moving persons who have experienced abuse and informants; and
 - Suspend staff suspected or perpetrating abuse.

Critical Incident Types

Level 1

Level 1 – immediate verbal notification to your Manager and CEO followed by a critical incident report form submitted within four business hours of the staff member becoming aware of the incident.

<p>1.1. Death of a person.</p>	<ul style="list-style-type: none"> ☉ Who was a child or young person known to Child Safety in the previous 12 months; ☉ With a disability which is defined as a 'death in care' under the Coroners Act 2003; ☉ Where another client, foster or kinship carer or staff member is involved in the death; or ☉ While attending or using departmental provided or funded services, facilities or activities.
<p>1.2. Life threatening injury to a person.</p>	<ul style="list-style-type: none"> ☉ Where another client, foster or kinship carer or staff member is allegedly involved in the injury; or ☉ While attending or using departmental provided or funded services, facilities or activities.
<p>1.3. Serious injury to a child that results in hospitalisation.</p>	<ul style="list-style-type: none"> ☉ When a child or young person, currently known to Child Safety in the previous 12 months is believed to have an injury that meets the definition of a serious physical injury under the Child Protection Act 1999.
<p>1.4. Abduction.</p>	<ul style="list-style-type: none"> ☉ Abduction of a child or young person subject to departmental intervention from their carer/service provider.
<p>1.5. Major security incident.</p>	<ul style="list-style-type: none"> ☉ A major security incident involving an emergency response to a hostage situation, fire, power failure, bomb threat or discovery of a bomb.
<p>1.6. Alleged rape, sexual assault or serious assault of a child under 14 years.</p>	<ul style="list-style-type: none"> ☉ With a disability while attending or using departmentally provided or funded services, facilities or activities; ☉ Of or by a child or young person subject to departmental intervention; or ☉ While attending or using department provided or funded services, facilities or activities.

Level 2

Level 2 – immediate verbal notification to the Manager and CEO followed by a critical incident report form submitted by 5pm next business day of the staff member becoming aware of the incident.	
2.1. Serious injury to a person that results in hospitalisation.	<ul style="list-style-type: none"> ☉ Where another client, foster or kinship carer or staff is allegedly involved in the injury; or ☉ While attending or using department provided or funded services, facilities or activities.
2.2. Alleged rape, sexual assault or serious assault.	<ul style="list-style-type: none"> ☉ Of a person with a disability while attending or using department provided or funded services, facilities or activities; ☉ Of or by a child or young person subject to departmental intervention; ☉ Of or by a person while attending or using department provided or funded services, facilities or activities; or ☉ Of a departmental staff member whilst performing their duties.
2.3. Attempted suicide.	<ul style="list-style-type: none"> ☉ Of a person in a departmental facility; ☉ Of a person who is a client of accommodation support provided or funded by the department; or ☉ Of a child or young person in care.
2.4. Missing child.	<ul style="list-style-type: none"> ☉ Any child whose location is unknown and there are fears for the safety or concern for the welfare of that child.
2.5. Missing person.	<ul style="list-style-type: none"> ☉ Clients who are missing from their place of residence where there are serious concerns for their safety or wellbeing due to their vulnerability.
2.6. Alleged abuse, neglect or exploitation of a person with a disability.	<ul style="list-style-type: none"> ☉ Where another client, staff member or direct carer is allegedly involved; or ☉ Who is a client of accommodation support provided by the department.

Case Notes and Records

Employees must complete 'case notes' on each session with the participants and document in the Student Management System. These case notes will identify what activities have occurred and if there have been any changes to the client's behaviour and physical appearance (refer to Glossary). Employees must read participant's case notes prior to each meeting with participants enabling them to see any changes in behaviour and physical appearance.

Training Evolution employees must document case notes, records of interviews and reports in the Student Management System:

- ⦿ In a timely manner;
- ⦿ Record the date, time, location and names of those present for the interaction;
- ⦿ Record the source of information (who said what), using inverted commas to indicate direct quotes;
- ⦿ Aim for accurate and objective reporting, avoid bias and judgement;
- ⦿ Record facts, not opinions, where interpretations are unavoidable, make it clear that the information is a personal interpretation, e.g. "it has been my observation that ...";
- ⦿ Record behaviours – what the person actually did, their actions or expressions;
- ⦿ Distinguish between facts and inferences – what actually happened, not what you thought might have happened;
- ⦿ Record the reasons why you made the decision; and
- ⦿ Omit any information that is unrelated to case management.

In writing notes:

- ⦿ Be concise – use short sentences and paragraphs;
- ⦿ Use plain, everyday language;
- ⦿ Use active verbs rather than passive verbs;
- ⦿ Set out information clearly, using appropriate headings; and
- ⦿ Check for misspelled words and inaccurate or unclear statements.

All case notes, records of interviews and reports you write must be dated and signed.

Glossary

Physical abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Unexplained cuts, abrasions, bruising or swelling. ⦿ Unexplained burns or scalds, cigarette burns. ⦿ Rope burns or marks on arms, legs, neck, torso. ⦿ Unexplained fractures, strains or sprains; dislocation of limbs. ⦿ Bite marks. ⦿ Dental injuries. ⦿ Ear or eye injuries. 	<ul style="list-style-type: none"> ⦿ Avoidance of particular staff, fear of a particular person. ⦿ Sleep disturbances. ⦿ Changes in behaviour (e.g. unusual mood swings, uncharacteristic aggression etc). ⦿ Changes in daily routine, changes in appetite. ⦿ Unusual passivity, withdrawal. ⦿ Self-harm, suicide attempts. ⦿ Inappropriate explanations of how injuries occurred. ⦿ Excessive compliance to staff.
Sexual abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Direct or indirect disclosure of abuse or assault. ⦿ Trauma to the breasts, buttocks, lower abdomen or thighs. ⦿ Difficulty walking or sitting. ⦿ Pain or itching in genital and/or anal area, including bruising, bleeding or discharge. ⦿ Self-harm, abuse, suicide attempts. ⦿ Torn, stained or blood-stained underwear or bedclothes. ⦿ Sexually transmitted diseases or pregnancy. ⦿ Unexplained money of gifts. 	<ul style="list-style-type: none"> ⦿ Sleep disturbances. ⦿ Changes in eating patterns. ⦿ Inappropriate or unusual sexual behaviour or knowledge. ⦿ Changes in social patterns. ⦿ Sudden or marked changes in behaviour or temperament. ⦿ Anxiety attacks, panic attacks, clinical depression. ⦿ Refusal to attend usual places (e.g. work, school, respite). ⦿ Going to bed fully clothed. ⦿ Excessive compliance to staff.
Psychological/emotional abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Speech disorders. ⦿ In the case of a child; lags in physical development or failure to thrive. ⦿ Injuries sustained from self-harm or abuse. ⦿ Suicide attempts. ⦿ Anxiety attacks. 	<ul style="list-style-type: none"> ⦿ Self-harm or self-abusive behaviours. ⦿ Challenging/extreme behaviours. ⦿ Excessive compliance to staff. ⦿ Very low self-esteem, feelings of worthlessness. ⦿ Clinical depression. ⦿ Marked decrease in interpersonal skills. ⦿ Extreme attention-seeking behaviour.
Chemical abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Withholding of prescribed medication. ⦿ Abuse of prescribing rights by staff/over-administration of medication. 	<ul style="list-style-type: none"> ⦿ Persistent over-activity. ⦿ Unusual levels of confusion/disorientation.

Financial abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ No access to, or unwarranted restrictions on personal funds or bank accounts. ⦿ No records, or incomplete records kept of expenditure and purchases. ⦿ No inventory kept of significant purchases. ⦿ Person controlling the finances does not have legal authority. ⦿ Misappropriation of money, valuables or property. ⦿ Forced changes to a person's will. ⦿ Persistent failure to produce receipts. ⦿ Receipts indicating unusual or inappropriate purchases. 	<ul style="list-style-type: none"> ⦿ Person has insufficient money to meet normal expenses. ⦿ Person is persistently denied outings and activities due to a lack of funds.
Denial of access to legal system	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Consistent denial of telephone or internet access. 	<ul style="list-style-type: none"> ⦿ Person does not seek privacy to undertake activities normally undertaken in private. ⦿ Person indicates they have no-one to speak to about things they are unhappy about.
Systematic abuse	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ No program or inadequate/inappropriate program developed for client. ⦿ Not endeavouring to use staff of the same gender to perform personal duties for clients. ⦿ Providing staff with insufficient training on duty of care and policies and practices related to preventing abuse. 	<ul style="list-style-type: none"> ⦿ Person is persistently provided support that does not meet the requirements of their service package. ⦿ Person refuses part of their service support due to feeling uncomfortable with particular staff members.
Neglect	
Physical indicators:	Behavioural signs:
<ul style="list-style-type: none"> ⦿ Poor dental health. ⦿ Food from meals left on face and/or clothes throughout the day. ⦿ Dirty, unwashed body and/or face or body odour. ⦿ Person always wearing the same clothes. ⦿ Ill-fitting and/or unwashed clothes. ⦿ Person is always over or underdressed for the weather conditions. ⦿ Food is consistently poor quality, insufficient, inedible and/or unappetising. 	<ul style="list-style-type: none"> ⦿ Constant tiredness. ⦿ Persistent hunger. ⦿ Unexpectedly poor social/interpersonal skills. ⦿ Signs of loss of communication and other skills. ⦿ Staff member, service provided, carer or support person consistently fails to bring the person to appointment, events or activities. ⦿ Person is persistently denied opportunities to socialise with others in the community.