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**Policy context:** This policy relates to the *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*

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### POLICY STATEMENT

#### I. Purpose

This policy outlines the process that staff must follow in the event of allegations or incidents of violence, abuse, neglect, exploitation or discrimination towards vulnerable adult tenants living in SCH managed properties, by support providers.

#### II. Definitions

- Vulnerable adult tenants are people over the age of 18 years who are unable to take care of themselves, due to physical or cognitive impairment, disability or mental illness, and therefore rely on the ongoing care of a support provider.
- Abuse may be a physical, psychological, emotional or financial act, or it may include an act of neglect or omission, that causes harm or distress to a person in a relationship that relies on trust.

#### III. Coverage

This policy applies to all SCH properties managed in partnership with a support provider.

#### IV. Principles

SCH is committed to ensuring the safety of vulnerable adult tenants living in SCH managed properties.

All complaints received involving allegations of violence, abuse, neglect, exploitation or discrimination by support staff will be responded to promptly. The timing and manner of response will be based on the nature of the allegation, the risk of further injury or discomfort to the tenant and the tenant's wishes.

SCH recognises that vulnerable adult tenants may be reluctant to speak out against their support providers. The tenant will be provided with appropriate support during the process based on their Aboriginality, culture, disability, religion, gender and sexuality.

SCH will respect the right to privacy and due process of all parties involved in the allegations. If the allegation is found to be substantiated, SCH will take action to prevent further incidences in consultation with the support provider's agency.

If the allegation involves a possible criminal act, the police will be notified.

If the tenant is supported by the National Disability Insurance Scheme and the allegation is serious, SCH will also notify the NDIS Quality and Safeguards Commission within 24 hours.

V. Responsibilities

Regional Managers are responsible for managing allegations of violence, abuse, neglect, exploitation or discrimination by support staff, in consultation with the relevant support agency.

**DOCUMENTATION**

Documents related to this policy	
Related policies	Complaints Privacy
Other related documents	