

4.1 Statement of Commitment to Safety

Gem Complete Health Services is committed to the safety and wellbeing of all participants. This commitment is the primary focus of our support and decision making. Gem Complete Health Services is committed to providing a safe environment where participants are safe, and their voices are heard and included in decisions that affect their lives. Attention is paid to the cultural safety of participants from culturally or linguistically diverse backgrounds.

All staff members have a responsibility to understand the critical and specific role they play, both individually and collectively, to ensure the wellbeing and safety of all participants and young people are at the forefront of all they do and every decision they make.

4.2 Safe Code of Conduct

Gem Complete Health Services is committed to the safety and wellbeing of participants. Our business recognises the importance of, and responsibility for, ensuring our environment is a safe, supportive and enriching environment that respects and fosters the dignity and self-esteem of all people, enabling them to thrive.

The Safe Code of Conduct protects our employees and participants and reduces abuse or harm opportunities. It also assists in understanding how to avoid or better manage risky behaviours and situations. It is intended to complement child protection legislation, disability legislation, policies and procedures, and professional standards and codes of ethics apply to all staff.

Gem Complete Health Services management supports the implementation and monitoring of the Code of Conduct. We will plan, implement and monitor arrangements to provide inclusive and safe environments.

All staff, volunteers, and other community members involved in participant-related work must comply with the Code of Conduct by observing appropriate and acceptable behaviour. The Code of Conduct applies in all situations, including planned activities, digital technology, and social media.



4.3 Acceptable behaviours

Staff or any other persons involved with participant-related work are responsible for supporting and promoting the safety of participants by:

- upholding Gem Complete Health Services's Statement of Commitment for the participant's safety

Core Module Policy and Procedure Manual

- treating the participant, their family and advocates with respect within the environment and during outside activities as part of everyday social and community activities
- listening and responding to the participant's views and concerns, particularly if:
 - they are reporting that they or another person have been abused; or
 - that they are worried about their safety or the safety of another participant
- promoting cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander people through interactions with their community leaders and members
- promoting the cultural safety, participation and empowerment of people with culturally or linguistically diverse backgrounds through engagement with the community accessing the service
- promoting the safety, participation and empowerment of people with disabilities
- reporting any allegations of harm, risk of harm and abuse or personal safety concerns to management, who must contact the relevant state authority (for children, see Working with Children Policy and Procedure)
- understanding and complying with all reporting or disclosure obligations (including mandatory state reporting), as they relate to protecting the participant from harm or abuse
- maintaining the right to live in a safe environment by promoting and informing the participants of their rights
- ensuring participants are safe and protected from harm as quickly as possible once harm, risk of harm or abuse is suspected
- identifying themselves to the participant upon entering premises and showing any required identification.



4.4 Unacceptable behaviours

As front-line workers, volunteers and community members involved in participant-related work, our staff will not:

- ignore or disregard any concerns, suspicions or disclosures of abuse
- develop a relationship with any participant that could be viewed as favouritism or grooming behaviour, e.g. offering gifts
- exhibit behaviours, or engage in activities with participants that can be interpreted as abusive, harmful and unjustifiable in an educational, therapeutic or service delivery context
- ignore behaviours by other adults toward young participants when they are overly familiar or inappropriate
- discuss the content of an intimate nature or use sexual innuendo with participants, except where it occurs relevantly in the context of parental/advocate guidance or a therapeutic setting
- treat a participant unfavourably because of their disability, age, gender, race, culture, vulnerability, sexuality or ethnicity

4.5 Screening, supervising, training and human resource practices to reduce risk

Our staff will be required to undertake checks, including disability worker checks, relevant police, and working with children checks and the mandatory NDIS Worker Orientation Module. All records will be maintained in their personnel file.

