

Risk Management Guide – Preventing Abuse

2015

Client Protection Policy Checklist

A Client Protection Policy should contain statements that confirm:

- All relevant State legislation will be complied with.
- A formal interview of all candidates will be undertaken.
- At least two referees will be requested from candidates, and contacted.
- A police and or community services check which complies with legislative requirements will be requested and received prior to commencement of any proposed role.
- An employee or volunteer will be barred from working with clients if they have prior convictions relating to violent or sexually related offences
- All Employees and volunteers will receive training on the purpose and implementation of the Client Protection Policy & Procedures. Refresher training should also be conducted at least every two years and records of training will be kept on file.
- Two employees and/or volunteers will be present whenever an individual child or vulnerable person is being supervised or cared for. Where this is not possible rooms, it should be done in a room which can be observed easily by others. In circumstances where one-on-one care is provided, there must be measures in place to identify if abuse is occurring such as regular rotation of staff, client feedback framework and independent case managers.
- The organisation actively encourages the reporting of abuse
- The organisation is committed to being an environment where a client feels able to report abuse
- There is a procedure for dealing with and reporting reasonable suspicions of abuse
- Details of those reporting abuse will be kept private and confidential
- Reasonable suspicions of abuse will be reported to the authorities & the organisation's insurer

A client is – any vulnerable person where a position of trust exists with a representative of the organisation in the course of their appointed role.

This includes, but is not limited to: Children (persons under 18), elderly, intellectually or physically disabled, and emotionally vulnerable persons. In short those with a diminished capacity to whom a greater duty of care is owed.

An employee and/or volunteer is - Any person (paid or unpaid) over the age of 18 who is responsible for the safety of any client in their care whilst holding a formal position in a recognised activity or service of the organisation.

An employee might include but is not limited to: Counsellors, Carers, Mentors, Care Pastors, Youth Leaders, Sunday School Superintendents, Teachers, Helpers, Social Club Leaders, Ministers of Religion, Music, Drama or other activity Leaders, Sports Coaches and Event Organisers.