

Checklist of Key Features for Abuse Prevention

Legend
 S = satisfactory
 U = unsatisfactory

Key feature	Review measure	Assessment		Action for improvement	Response officer	Status
		S	U			
Abuse is clearly defined and understood	<ul style="list-style-type: none"> Definitions are consistent with current definitions used by national and state bodies in standards, legislation, policies, etc. 					
	<ul style="list-style-type: none"> Definitions are readily available to all staff, clients and their family members. 					
Abuse prevention policy and procedures	<ul style="list-style-type: none"> Clearly explains the process for identifying, reporting and responding to abuse, client complaints, and staff grievances. 					
	<ul style="list-style-type: none"> Is readily available and regularly reviewed. 					
All other policies and procedures	<ul style="list-style-type: none"> All other policies (e.g. recruitment and selection, medication, management of client finances, health and safety) are linked to abuse prevention policies and practices. 					
	<ul style="list-style-type: none"> Are regularly reviewed to ensure they incorporate principles and practices that reduce the risk of abuse. 					
Code of conduct	<ul style="list-style-type: none"> Specifically prohibits abusive and neglectful practices. 					

Recruitment processes	<ul style="list-style-type: none"> • Checks and clearances are undertaken (e.g. reference checks and identity/police checks). 					
Staff training and learning development	<ul style="list-style-type: none"> • Training is undertaken to ensure a basic understanding of and skills development in abuse prevention, including the ability to identify and respond to abuse or potential abuse. 					
	<ul style="list-style-type: none"> • Clear learning and continuous improvement strategies are in place that includes reflection and review of practices. 					
	<ul style="list-style-type: none"> • Managers and staff regularly meet to discuss individual practice and quality service provision, to ensure service improvements. 					
Staff behaviour	<ul style="list-style-type: none"> • Clients are treated and spoken about with respect and dignity at all times. 					
	<ul style="list-style-type: none"> • Clear understanding of acceptable and unacceptable behaviour towards clients. 					
Service culture	<ul style="list-style-type: none"> • A culture of abuse awareness that actively supports and informs client-safe practices and attitudes among all staff is nurtured. 					

	<ul style="list-style-type: none"> • Clients are encouraged and assisted to access and use advocates when needed. These may be within the organisation (but not directly involved in the issue itself), or outside the organisation, as appropriate. 					
Planning and risk assessment	<ul style="list-style-type: none"> • Individual support planning is undertaken for clients, which includes an assessment of the person's vulnerabilities and behaviours. 					
	<ul style="list-style-type: none"> • Environmental risk assessments are undertaken that consider a client's physical environment and surroundings for risks or triggers of abuse. 					
Reporting	<ul style="list-style-type: none"> • Staff are empowered to report abusive practices when observed. There is 'permission to act' on behalf of anyone in the service to raise concerns and monitor potential abusive behaviour, practices or situations. 					
	<ul style="list-style-type: none"> • Acceptable and unacceptable behaviours are documented and all staff and clients should be made aware of them. 					
	<ul style="list-style-type: none"> • Any staff, clients or advocates who report abuse are protected from retribution and supported by the service provider. 					

Complaints	<ul style="list-style-type: none"> • Clients and their families, guardians or advocates are informed of their ability to provide feedback and to make a complaint. 					
	<ul style="list-style-type: none"> • Clients are provided with information about internal and external complaint bodies and are supported if they choose to use them. 					
	<ul style="list-style-type: none"> • All complaints and allegations by clients, families and carers are heard and receive an appropriate, fair and timely response. 					
	<ul style="list-style-type: none"> • Appropriate feedback is provided throughout the process. Complaints are taken seriously by all staff. 					
	<ul style="list-style-type: none"> • Response, investigation and resolution of complaints are based on clearly defined procedures. 					