



SDA 007

**Preventing and Reporting Violence,
Abuse, Neglect, Exploitation and
Discrimination Policy**

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VERSION	DATE REVIEWED	CHANGE SUMMARY
1.0	1st September, 2019	Megan Ward GM Operations
2.0	16th June, 2022	Megan Ward GM Operations (review only)
3.0	3 June 2025	Kate Wisbey COO (Alignment with NDIS and inclusion of Annexure).
3.0	17 June	Approved CEO

1. AUTHORISING AUTHORITY

Approval Authorities:	All Executive Leadership Roles within CHC.
Administration of Policy	All Executive
Adherence to Policy:	All CHC Staff
Scope:	<p>This policy applies to:</p> <p>All NDIS participants eligible for SDA funding</p> <ul style="list-style-type: none">• All SDA homes managed by CHC• All CHC staff and contractors involved in SDA tenancy and property management• All current and future SDA tenants supported by CHC

2. PURPOSE / BACKGROUND

The policy articulates how Community Housing Canberra (CHC) will manage any serious allegations of violence, abuse, neglect, exploitation or discrimination in homes where CHC is the landlord or managing agent of any Specialist Disability Accommodation (SDA) or support shared living.

The purpose of this policy is to make sure that every person who uses CHC's SDA has access to housing that meets their needs, upholds their rights, and supports their choice and control over where and how they live.

CHC promotes and respects the human rights and fundamental freedoms of all persons with a disability and provides a service to tenants in line with the principles of the NSW Disability Inclusion Act 2014, Disability ACT and the United Nations Convention on the Rights of Persons with Disabilities (CRPD). CHC supports the objectives of the NDIS Quality and Safeguards Commission and promotes the NDIS principles of choice and control.

3. POLICY DETAIL

This policy is intended to apply to both staff and tenants of our organisation due to its serious nature. It is recognised that there may be situations when the capacity of our tenants may need to be taken into account.

Tenants who are able to decide on their preferred course of action are to have their wishes respected; the need for an advocate or independent agency to provide advice and/or support to participants should also be considered as part of this process.

CHC will:

- Ensure all staff members and our board understand their duty of care to report any violence, abuse, neglect, exploitation and discrimination.
- Promote through any dealings with support providers that provide care in the homes we own, that abuse of any kind will not be tolerated.
- Notify, investigate and respond to all reports of violence, abuse, neglect, exploitation and discrimination to both the Police and the NDIS Quality and Safeguards Commission.
- Ensure that staff are appropriately supported through any notifiable incident.
- Ensure that relevant and suitably detailed documentation is kept and stored for appropriate periods as prescribed under relevant legislation and CHC's privacy policy.
- Provide all staff and tenants, involved with an allegation of violence, abuse, neglect, exploitation or discrimination a copy of this policy.

This policy should be read in conjunction with the CHC Workplace Health Safety Policy and Plan, and also the Incident Management Policy and Standard Operating Procedure which details the incident management process.

Tenant rights

In the identification, reporting or investigation of any alleged or actual occurrences of the offences listed above, all participants /tenant residing in a CHC SDA property have their legal and human rights upheld including the right to:

- Individual Autonomy
- Choice and Control
- Innovation
- The opportunity to be actively involved in decision making processes, and
- The opportunity to access the physical, social, economic, spiritual and cultural environment.
- Request reasonable adjustments or modifications to the dwelling to meet individual needs.
- Communication that is responsive to individual need and where possible easy read documents are provided to assist in understanding.

Complaints & Appeals

If you are concerned that we have not met our obligations under this policy, you may raise a complaint internally through our complaints process as outlined in our complaint and appeal

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policy. CHC is committed to creating a safe, respectful, and responsive environment where tenants feel confident to raise concerns or provide feedback about their housing or the services they receive.

Tenants are encouraged to speak up if they are dissatisfied or have concerns. CHC will treat all feedback seriously and handle all complaints fairly, confidentially, and without negative consequence to the tenant. For more information, please refer to CHC's Complaints and Appeals Policy, which outlines the process, timeframes, and principles we follow when managing complaints and feedback.

4. LEGISLATIVE AND REGULATORY FRAMEWORK

Key Policy Settings

CHC delivers SDA in line with:

- The NDIS (Specialist Disability Accommodation) Rules 2021
- The NDIS Practice Standards (SDA Module)
- The SDA Design Standard
- All relevant ACT tenancy, housing, and safety laws

This policy complies with the following external legislation and requirements:

- NDIS Standards and Quality Indicators 2020
- NDIS (Specialist Disability Accommodation) Rules 2018
- United Nations Convention on the Rights of Persons with Disabilities
- Disability Discrimination Act 1992
- Disability Services Act 1986

Annexure A.

Guidelines and Process for Reporting Notifiable Incidents under the NDIS

This annexure forms part of CHC's overarching policy on managing serious allegations of violence, abuse, neglect, exploitation, or discrimination in SDA and supported living homes where CHC is the landlord or managing agent.

It provides clear guidance on identifying, responding to, and reporting notifiable incidents in accordance with the *NDIS (Incident Management and Reportable Incidents) Rules 2018* and the requirements of the NDIS Quality and Safeguards Commission.

This annexure should be read alongside CHC's **Critical Incident Management Policy**, which outlines the broader incident management framework, ensuring consistency and efficiency in managing all critical incidents.

What is a Notifiable Incident under the NDIS?

A notifiable (or reportable) incident is a serious incident that affects an NDIS participant and meets the criteria set by the NDIS Quality and Safeguards Commission. These include:

- The death of a participant.
- Serious injury of a participant.
- Abuse or neglect of a participant.
- Unlawful sexual or physical contact with, or assault of, a participant.
- Sexual misconduct committed against, or in the presence of, a participant, including grooming.
- Unauthorised use of restrictive practices.

CHC has a duty of care to report any such incidents to the NDIS Commission, regardless of whether CHC staff or a third-party provider (e.g., a support worker) is involved.

How This Annexure Works with CHC's Critical Incident Management Policy

All incidents, including those potentially notifiable under the NDIS, must first be managed in line with CHC's Critical Incident Management Policy. This policy provides the steps for immediate response, ensuring the safety and wellbeing of all tenants and staff, and the internal reporting processes.

If an incident involves an NDIS participant and meets the NDIS notifiable criteria, **additional steps** outlined in this annexure must be followed to ensure compliance with the NDIS Commission's requirements.

Reporting Process for Notifiable Incidents

Step	Action	Timeframe
1. Ensure Immediate Safety	Respond to the incident as a critical incident under CHC's policy: ensure safety, provide support, engage emergency services if required, and document actions taken.	Immediate
2. Notify CHC Leadership	Staff must immediately inform their line manager or the NDIS Incident Lead (Director of Services or delegate).	Within 1 hour of becoming aware
3. Complete Internal Report	Submit a CHC Critical Incident Report via the established process. The NDIS Incident Lead will assess whether the incident is notifiable.	Within 24 hours
4. Notify the NDIS Commission	The NDIS Incident Lead is responsible for submitting a report to the NDIS Commission via the MyPortal system. This includes completing all required fields and uploading supporting documentation.	Within 24 hours for most notifiable incidents, and within 5 business days for unauthorised use of restrictive practices.
5. Investigate and Review	CHC will investigate the incident, take appropriate actions, and document findings. Updates may be provided to the NDIS Commission as required.	Ongoing
6. Debrief and Support	CHC will ensure appropriate debriefing and support for all parties involved, including access to counselling or external support services as required.	As required

Roles and Responsibilities

- **All Staff** must report any suspected or actual notifiable incident to their manager or the NDIS Incident Lead.
- **Line Managers** must ensure immediate risk management, support staff, and escalate to the NDIS Incident Lead.
- **NDIS Incident Lead (Director, Head of Service or higher)** must confirm whether the incident is notifiable, submit the report to the NDIS Commission, coordinate investigations, and oversee all follow-up actions.

Recordkeeping

All records relating to notifiable incidents must be retained securely for seven (7) years in line with NDIS requirements. This includes the internal CHC incident report, NDIS notifications, investigation notes, and any correspondence.

Important Notes

- The process outlined in this annexure is **in addition to** CHC's internal Critical Incident Management Policy. Where an incident is notifiable under the NDIS, these additional steps ensure compliance with external regulatory requirements.
- Staff must remain aware that the NDIS Commission may request further information, updates, or documentation relating to any notifiable incident, and CHC is obligated to comply with such requests.