



Vulnerability

Policies & Procedures

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VULNERABILITY

One of the most worrisome areas in the disability sector for abuse, exploitation, neglect, and poor performance is when support workers are working alone with clients.

There are obvious possible reasons for this:

- There is no peer observation like that in teams where working in pairs is the norm
- There is no easy way to monitor performance
- Working alone can be exploited by unscrupulous employees that might slip through the recruitment checks
- Working alone can attract people who like to control others

This is a major concern for the sector and organisations are under pressure to eliminate these risks from 1:1 contracts.

123 Support Services is introducing the following measures to satisfy NDIS requirements and protect the people 123 Support Services support.

- Measures will be introduced into the recruitment and orientation processes to learn more about support work applicants before they are employed
- Strict trial periods will be introduced with employment ceasing for a review of suitability before continuing employment is offered
- Visits will occur during work shifts both announced and unannounced
- A drug and alcohol testing service will be engaged to test when there are reported indications in the workplace and randomly for workers working alone with clients
- There will be heightened surveillance and responses to the slightest indications of client discomfort
- Regular movement of people working 1:1 into periods of team situations where they can self-check and be checked for resets with the benefit of peer, Service Coordinator, and other management personnel observations

Being moved in no way implies any accusations. All support staff working in 1:1 situations will experience these measures.

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;
- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.