

## DISCRIMINATION, HARASSMENT, EXPLOITATION, ABUSE & NEGLECT POLICY

Hands & Feet is committed to providing safe and supportive work environments where diversity is valued and everyone is treated with respect, fairness and dignity. Discrimination, sexual and other forms of harassment, bullying, exploitation, violence and threatening behaviours are unacceptable.

This policy applies to Employees, Contractors, Volunteers and Clients.

Hands & Feet will act to ensure that the safety, security, health and wellbeing of all employees, volunteers and clients are protected. All employees and volunteers are expected to act accordingly.

- **Discrimination** occurs when someone is treated less favourably than another in similar circumstances because of a personal attribute that has no relevance to the situation.
- **Sexual harassment** is any form of unwanted, unwelcome or uninvited sexual behaviour that is offensive, humiliating or embarrassing.
- **Harassment** is repeated behaviour, other than behaviour amounting to sexual harassment, of one individual or group of individuals that is unwelcome, unsolicited, and considered to be offensive, intimidating, humiliating or threatening by another person.
- **Exploitation** is the action or fact of treating someone unfairly in order to benefit from their work or making use of a situation to gain unfair advantage for oneself.
- **Abuse** is defined as any action that intentionally harms or injures another person. It can be physical, sexual, emotional, verbal, or a combination of any or all of these.
- **Neglect** refers to the failure by a parent or caregiver to provide a child or vulnerable person (where they are in a position to do so) with the conditions that are culturally accepted in a society as being essential for their physical and emotional development and wellbeing

### What is Harassment and Discrimination?

Staff, clients and volunteers should not be subject to, or engage in unlawful harassment or discrimination against another person in a manner which is unwanted, intimidating or offensive. An individual must neither be discriminated against nor discriminate, treat unfairly or unlawfully another person on the following grounds:

- age,
- sex,
- colour,
- race,
- language,
- culture,

- disability,
- religion,
- beliefs,
- criminal history,
- or any other status.

### **Harassment** can include:

- Direct physical or verbal harassment, such as name-calling or repeated exclusion of a child from social groups or activities. Harassment also includes nasty jokes, mimicking someone or causing them physical harm.
- Indirect harassment, carried out behind someone's back with the intention of humiliating them or hurting their reputation.
- Online harassment, including direct or indirect harassment via mobile phone, websites or social media.

### **Exploitation**

Support workers can often work with people that can be extremely vulnerable, we need to ensure that no one is taking advantage of our client's vulnerability. We need to ensure that all of our actions are transparent to ensure that no accusations can be made of any wrong doing by Hands & Feet workers.

### **Training**

All employees, volunteers and contractors are to be informed of our policies and our code of conduct during their induction period.

All clients will be informed of their responsibilities to be respectful to those they are working with in their service agreement meeting and through their service agreement.

Harassment will not be tolerated and accusations of such will be assessed and dealt with in accordance with our complaints handling procedure and appropriate disciplinary actions imposed. (See Feedback & Complaints Policy)

### **Reporting Process**

If an individual knows or believes that they have been discriminated against, harassed, abused or neglected, they are able to make a report to Hands & Feet. A person can do this by using the following process:

1. Get into contact with a Hands & Feet worker. (This can be a support worker, a church admin worker, or the NDIS Coordinator.)
2. Inform the worker of the issue. The worker will record this on an incident report form.
3. The NDIS Coordinator will receive a copy of the incident report form and look into the issue.
4. Once a resolution has been found the NDIS coordinator will contact the reporter to inform them of the outcome.

### Complaints

If an individual knows or believes that they have been discriminated against, harassed, abused or neglected, they are able to make a complaint (Refer to Feedback & Complaints Policy), otherwise they can contact the NDIS Coordinator for more details.

[Feedback@handsandfeet.com.au](mailto:Feedback@handsandfeet.com.au)

### Related documents

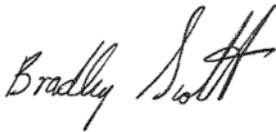
Rights Policy

Feedback & Complaints Policy

### Policy Review

This policy should be reviewed in 12 months.

The next review date is 19/03/2019



1 May 2019

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**Signed: Bradley Scott – General Manager**

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**Date**