



Nepean Community College

Client Protection Policy and Procedure





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1. Policy Statement

Nepean Community College is committed to the safety and wellbeing of our clients. Our processes respect our clients' best interests and align to our risk management system, and legislative and regulatory requirements. Our staff are trained in safety and wellbeing processes and practices and have the resources they need to implement safe practices.

2. Scope

This Policy and Procedure applies to Nepean Community College as a whole. This includes:

- All service organisations or subsidiary bodies authorised by or under the control of Nepean Community College Inc
- All Employees, Members, Volunteers, Contractors and Visitors within Nepean Community College Inc or engaged by Nepean Community College Inc

3. Principles

The principles that support Nepean Community College Client Safety and Wellbeing Policy, Procedure and practice are:

- Safe – we have zero tolerance for abuse, neglect, harm and discrimination.
- Human rights - services are planned and delivered in a manner that respects and upholds the individual's human rights
- Accessibility - information is accessible.

4. Definitions

Abuse can consist of one or more of but is not restricted to the following:

Elder Abuse	<ul style="list-style-type: none">• a single or repeated act, occurring in any relationship where there is an expectation of trust, which causes harm or distress to an older person.
Physical Abuse	<ul style="list-style-type: none">• any non-accidental physical injury or violence resulting from practices such as: hitting, punching, kicking (marks from belt buckles, fingers), shaking, burning (irons, cigarettes), biting, pulling out hair, alcohol and/or other drug administration
Sexual Abuse	<ul style="list-style-type: none">• any assault or abuse of a sexual nature, sexual molestation, indecent exposure, inappropriate literature, sexual harassment or intimidation.
Emotional Abuse	<ul style="list-style-type: none">• the chronic attitude or behavior of one person which is directed at another person, or the creation of an emotional environment which erodes a person's self-esteem and social confidence over time. Behaviors may include: Insulting, bullying, devaluing, ignoring, rejecting, corrupting, isolating, terrorising or other extreme acts in the aged or vulnerable person's presence.

5. Procedure

All relevant organisations within Australia are bound by Federal and State legislation and principles established through common law. Nepean Community College Inc is committed to adhering to all relevant legislation.

Nepean Community College protects the safety and wellbeing of our clients. Our responsibility is to understand how, where and when they may be at risk.

We believe the safety and wellbeing of our clients to be the most important responsibility Nepean Community College has and we protect the safety and wellbeing of our clients in all aspects of service delivery.

6. Safe environments and individual safety

Nepean Community College is bound by the requirements of the Work Health and Safety Act 2011.

- Work Health and Safety requirements of all premises used by Nepean Community College undergo our Facilities and Equipment Checklist prior to delivery of training and assessment.
- There is a strict no smoking policy and the consumption of alcohol or illicit drugs is not allowed on any of the premises or during training.
- Details of Evacuation procedures are included in the Staff Handbook and are explained to staff at induction. Evacuation diagrams are on walls in each classroom and are explained in the first session of every course.
- During pandemic outbreaks Nepean Community College adheres to the guidelines of the NSW Health Department and issues free relevant personal protections such as hand sanitisers, gloves, masks and, in some cases, a locked door procedure.

7. Recruitment and selection of staff

- All employees and/or volunteers must complete an application form which requests details of relevant past experience, positions held, details of two referees and permission to contact them.
- Both referees will be checked and spoken to, using an agreed set of questions, which have been drafted by Nepean Community College Inc.
- All short-listed candidates must undertake a formal interview, which includes an analysis of past experience working with children, the elderly or vulnerable people.
- Induction and ongoing professional development of all new staff members. New staff members are provided with:
 - NCC Tutor and Staff Handbook
 - Learner Support Policy and Procedures
 - Supporting Students with a Disability Policy and Procedure
 - Copy of this policy
- All staff are required to undertake professional development on a quarterly basis and as directed by RTO Compliance and Quality Assurance.
- Employees and/or volunteers must report reasonable suspicions of abuse to the senior management of Nepean Community College Inc.

8. Students

- Nepean Community College operates on a unique “Register, Connect, Commit” schedule which ensures all student needs, expectations, and goals are thoroughly investigated prior to enrolment.
- Student registration form includes opportunities to disclose individual needs.
- Individual student pre-enrolment discussions with Student Engagement Facilitator undertaken to determine challenging behaviours and/or risk factors which may determine reasonable adjustments to training and/or assessment.
- Student Engagement Facilitator is positioned as first respondent to all enquiries in our Westfields Centre for ease of access and early intervention to any student requiring assistance.
- All students are supplied with NCC Student Handbook which outlines:
 - Customer Service Guarantee
 - Companion Program for People with a Disability
 - Cancellation and Refund Policy
 - Student rights and responsibilities
 - Complaints and Appeals process
 - Work Health and Safety Rights and Responsibilities
 - Student Support at Nepean Community College and additional external support agencies in the local community

9. Notifiable Incidents Procedure

Notifiable incidents as outlined in the WHS Act are:

- The death of a person
- A ‘serious injury or illness’, or
- A ‘dangerous incident’

Action required:

- Immediate notification of a ‘notifiable incident’ to the regulator after becoming aware.
- If the regulator asks—written notification with 48 hours of the request.
- Preservation of the incident site until an inspector arrives or directs otherwise. The escalating procedures will be as follows:
- The automatic suspension from all work or other duties within Nepean Community College Inc of any person while under investigation by Nepean Community College Inc appointed and independent authorised person or by the police, for committing abuse.
- The automatic termination of their employment, or involvement with Nepean Community College Inc found guilty of committing abuse, either by internal investigation or by a court. If there is reasonable suspicion that the person has been or is suffering abuse, the Police and Nepean Community College Inc. Insurer will be contacted immediately. The phone number for the Police is: Police Assistance Line (131 444)

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