

Keeping You Safe - Zero Tolerance Policy



An Easy English information sheet



Melba Support Services does **not** let anyone hurt people we support. This is called **zero tolerance**.

We have a zero tolerance for these things including:



- abuse – when someone hurts you
- neglect – when your needs are not being met



- exploitation – treating you unfairly to get something



- violence – when someone uses their body to hurt.



We make sure everyone knows their rights.

Some of the rights you have are:



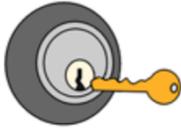
- being safe
- being treated with respect



- feeling safe where you are



- having your information kept safe



- choosing what you want to do



- going into the community if you want to



- private time when you want it



- being listened to



- being able to say what you want

- being able to have and use your own money.

If you tell us something has happened, we will believe you and make sure you are safe!



We will listen to what has happened and do something about it.



If you are unhappy about something that has happened, you can talk to:

- your House Supervisor or
- the Operations Manager or
- your General Manager of Outcomes or
- the Chief Outcomes Officer.

Keeping You Safe - Zero Tolerance Policy



A Plain English information sheet

Melba Support Services has a zero tolerance to abuse, neglect, exploitation and violence toward any person supported.

The Melba philosophy and culture is built on a Human Rights framework. Melba understands that all people are equal and have the same human rights. Some of these rights include:

- Being treated with dignity and respect and to be valued for who they are.
- Feeling physically and emotionally safe in all environments and situations.
- Having all information about them treated as confidential.
- Choosing activities.
- Having relationships.
- Participating in the community to the degree that they choose to do so.
- Having private space and time as desired.
- Freely expressing their opinions and concerns, without fear of retribution, and to have those views respected and acted upon as appropriate.
- Accessing and controlling their own money.

Our Zero Tolerance focusses on:

- Individual Human Rights;
- People feeling safe and being safe;
- People being respected;
- People being viewed as equal; and
- All people being afforded dignity and freedom of choice.

Abuse, neglect, exploitation, violence, bullying, harassment and intimidation are all violations of a person's human rights and will not be tolerated. Melba will take immediate action to protect people and ensure they are safe.

Melba will always believe the person the first time, every time. We encourage any person, family member, advocate, staff member or any other party to immediately report any alleged or suspected behaviour that may place or has placed any person we support at risk of harm.

Melba will immediately take action to protect people's human rights and undertake a full and thorough investigation. We will take all action necessary to protect and maintain every person's human rights.

It is everyone's responsibility to be aware of abuse, neglect, exploitation, violence, bullying, harassment and intimidation and take action on any behaviour that impacts on the human rights of any other person.

If you have any concerns, please contact your House Supervisor, the Operations Manager, the General Manager of Outcomes, or the Chief Outcomes Officer.