

Preventing and Responding to Violence Abuse Neglect and Exploitation – Easy English Impactful Solutions

This document explains how Impactful Solutions protects people with disability including children and young people that we work with from abuse.



We take the safety of people with disability we support seriously.

We are a **child-safe organisation**.

This means we work hard to keep children and young people safe, listen to them, and take action if something is not right.

Every person with disability has the right to be protected from abuse.



Abuse can be:

- Physical
- Sexual
- Emotional or psychological
- Financial or legal

This means we have a responsibility to protect people we support; ensure they are safe and report any signs of abuse.

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How do you prevent abuse?



1. Understand abuse

Our staff must know the signs of abuse so they can stop it. Our policy talks about the signs to look for.



2. Step one

Our staff must follow our policies. This means we ask our clients how they like to be cared for.



3. Step two

Our staff must act quickly to any reports of abuse and do what our policies and the law says.



4. Step three

Our staff must record and reports of abuse. They must find ways to stop abuse from happening again. This might mean making our policy and practice better.

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5. Targeted prevention

Our staff must identify people who might be more vulnerable to abuse. These people will be protected by our staff.

What happens if abuse does happen?



We do not accept any kinds of abuse happening to our clients. This means all staff must report abuse if they think or if they know it is happening.

You will not get in trouble for speaking up. We will listen to you and take your concerns seriously.



Any staff member who abuses someone, or does not report abuse, will be **disciplined**.

Disciplined might mean they are reported to the police or they do not work for us anymore.



We work with the client or their support people to address the issue immediately.

We will also inform the NDIS Quality and

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NDIS Quality
and Safeguards
Commission

Safeguards Commission.

The client may also choose to speak to the NDIS Quality and Safeguards Commission.

If the abuse involves a child or young person, we will follow child safety laws and tell the right people whose job it is to keep children safe.

Impactful Solutions also has:

- A Child Protection and Child Safe Environments Procedure
- A Child Safe Code of Conduct
- A Complaints process

You can ask us for these in **Easy English**.

You can also ask a trusted person, family member, or advocate to help you speak up.

More information



NDIS Quality
and Safeguards
Commission

NDIS Quality and Safeguards Commission

Phone 1800 035 544

Website www.ndiscommission.gov.au

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Commonwealth Ombudsman

Phone 1300 362 072

Email ombudsman@ombudsan.gov.au

Queensland Family and Child Commission

Phone: 07 3900 6000

Email [Contact us | Queensland Family and Child Commission](#)



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APPROVED BY	Kylie Izquierdo		
	The signatory (lead Executive) is accountable to implement, maintain and monitor appropriate systems to achieve the objectives of this document.		
BUSINESS PORTFOLIO	Specialised Behaviour Support		
CONTACT FOR QUERIES	Director		