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# **ELDER PROTECTION POLICIES AND PROCEDURES**

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# Policies & Procedures Guide

- ◆ **A resource for providers**
- ◆ **Elder Protection policies and procedures**
- ◆ **Related policy considerations**
- ◆ **Resources & References**

# Elder Protection Policies

## - What Needs to Be Covered

### ■ Duty of Care

- Acting on abuse allegations/reports
- Advice provided by workers

### ■ Confidentiality

- Client or carer and organisation
- Clients choice
- When confidentiality can't be maintained

# Elder Protection Policies

## - What Needs to Be Covered

### ■ Responsibilities

- Policy development
- Monitoring organisational compliance
- Reporting abuse
- Managing Reports of Abuse

### ■ Training & Support

- Knowing about elder abuse
- Policies and procedures
- debriefing

# Human Resource Policies

## - Reporting



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- ◆ **Who To, How & When**
- ◆ **“Reportable Assaults”**
- ◆ **Documentation**
  - **Date**
  - **Brief description**
  - **Investigation**
  - **Action taken**
  - **Access and secure storage**



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# Human Resource Policies

## - Managing Staff

### Staff Reporting

- ◆ Culture of reporting
- ◆ Discourage vexatious or false reports
- ◆ Obligations
- ◆ Protection

### Staff Involved in Abuse

- ◆ No contact
- ◆ Suspension
- ◆ Right to have allegation put and right to reply
- ◆ Right to representation



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# Elder Protection

## - Human Resource Policies

- **Client & Staff Rights Protection**
- **Staff Selection**
- **Employment Screening**
- **Attitudes & Values**
- **Performance Management**

# Employment Screening

- ◆ **Australian Government Police Check Requirements**
- ◆ **Standards Australia – *Employment Screening***
- ◆ **HREOC – *On the Record Guidelines***

# The Australian Standard

- ◆ **More than a police check**
- ◆ **Probity**
- ◆ **Overseas Checks**
- ◆ **Screening & Role Match**

# HREOC Guidelines

- ◆ **Existing Employees Criminal Record Assessment**
  - **Relevance to job**
  - **Work history**
  - **Reasons for not revealing record**
  - **Obligations under unfair dismissal laws**

# Organisational Policies

## ◆ Police Record Checks

- Prior to commencement
- Organisational or individual cost
- Advertisement of position

# Employing Prior To Police Check

- ◆ **Operational Difficulties**
- ◆ **Conditional Employment**
- ◆ **Statutory Declaration**
- ◆ **Level of Supervision**
- ◆ **Action if unsatisfactory check**

# Discretionary Approval

- ◆ **Offences that bar from employment**
  - Aged Care Act requirements
  - Case by case basis
  
- ◆ **Exceptional circumstances**
  
- ◆ **Discretionary Approval**

# Contractors

- ◆ **Who are Contractors**
  - **Contract Care Staff – nurses, personal carers**
  - **Builders, Tradespeople**
  - **Volunteers**
- ◆ **Required to have Police Checks**
  - **Designated offences**
- ◆ **Provider responsibility still being clarified**
  - **Contract clauses**
  - **Confirmation from supplier**

# Resources & References

- ◆ Australian Standard
- ◆ HREOC Guidelines
- ◆ ACSA Policies & Procedures Guide
- ◆ ACSA Worker Brochure
- ◆ Benevolent Society Model Policy
- ◆ Training Needed
- ◆ Ongoing Vigilance