



PARTICIPANT SAFETY AND SECURITY POLICY

Policy Code: 1128	PARTICIPANT SAFETY AND SECURITY POLICY
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Policy Statement

The purpose of this policy is to establish clear guidelines and procedures to ensure the safety, wellbeing, and security of all participants receiving services from CASS Disability Services. The policy aims to create a safe environment that upholds the rights, dignity, and independence of people with disability.

CASS Disability Services is committed to providing a safe, respectful, and supportive environment for all participants. We take all reasonable steps to identify, manage, and mitigate risks to participant safety, including physical, emotional, cultural, environmental, and cybersecurity threats.

We uphold participants' rights to:

- Be free from abuse, neglect, violence, and exploitation.
- Live and receive services in safe, secure, and accessible environments.
- Make informed choices about their safety and risk.
- Be supported in a culturally safe, inclusive, and trauma-informed way.

Scope

This policy applies to all employees, volunteers, contractors, and any person engaged by CASS Disability Services who interacts with or delivers services to NDIS participants.

Guiding Principles

- Person-centred practice: Participants are central to all decisions affecting their safety and wellbeing.
- Prevention and proactive response: Risks are identified and addressed before harm occurs.
- Empowerment: Participants are informed and supported to take part in decisions affecting their own safety.
- Zero tolerance for abuse and neglect.
- Cultural safety and respect for diversity.

Safety Responsibilities

Management Responsibilities

- Maintain and monitor risk management systems and policies.
- Ensure staff are trained in safety, emergency procedures, and safeguarding practices.



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- Promote a culture of safety and transparency.
- Ensure appropriate incident reporting systems are in place.

Staff Responsibilities

- Deliver services in a manner that prioritises participant safety and wellbeing.
- Report any incidents, concerns, or hazards promptly.
- Respect participants' rights and dignity at all times.
- Complete mandatory training in safeguarding, WHS, and emergency response.

Participant Responsibilities

- Follow agreed safety plans or behaviour support strategies.
- Inform staff of any concerns about personal safety or environmental risks.

Risk Management and Safeguarding

CASS Disability Services uses proactive risk assessment tools and safety plans tailored to each participant's support needs and environment. Key areas of risk include:

- Environmental hazards: e.g., unsafe housing, trip hazards, fire safety.
- Behavioural risks: e.g., behaviours of concern requiring a behaviour support plan.
- Health-related safety: e.g., choking risk, medication errors.
- Community safety: e.g., transport safety, unfamiliar environments.
- Digital safety: e.g., cyberbullying, data privacy.

Staff must follow participant-specific risk minimisation plans and behaviour support plans (where applicable).

Emergency and Incident Response

All staff must be familiar with the organisation's Emergency Management Plan and Incident Management Policy. In the event of a critical incident involving a participant, staff must:

- Ensure immediate safety.
- Seek medical or emergency assistance if required.
- Notify a supervisor and document the incident in accordance with policy.
- Report to the NDIS Commission when required (e.g., reportable incidents).

Security Measures

- All SDA and SIL environments are to be kept secure and accessible, with working locks, lighting, and emergency exits.
- Staff must never share participant personal or health information without appropriate

consent or lawful authority.

- Visitors must follow sign-in procedures and be supervised as appropriate.
- Where required, security systems (e.g., CCTV, alarms) must be used in compliance with privacy laws.

Cultural and Psychological Safety

CASS is committed to supporting each participant's cultural identity, values, and trauma history. Safety is not only physical but includes emotional and psychological safety. We ensure environments and supports are:

- Free from discrimination or harassment.
- Respectful of language, beliefs, and cultural background.
- Supportive of participants with a history of trauma or complex needs.

Training and Continuous Improvement

All staff will complete mandatory training in:

- Participant safety and rights
- NDIS Worker Orientation Module
- Reportable incidents and restrictive practices
- WHS and emergency response

Safety practices will be reviewed regularly through audits, feedback, and incident reviews.

Documents related to this policy	
Related Policies	CASS DS Abuse, Assault and Neglect Policy CASS DS Medication Policy NDIS Incident Management
Forms, record keeping or other organisational documents	CASS Incident Report

Reviewing and approving this policy		
Frequency	Person responsible	Approval
3 years	Unit Head	HAS & DS Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review due
Version 1	17 May 2019	HAS & DS Committee	17 May 2022
Version 2	16 May 2022	HAS & DS Committee	15 May 2025



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Version 3	May 2025	HAS & DS Committee	May 2028
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