

# Safeguarding Policy

## Purpose

To commit to taking all steps possible to prevent and respond to violence, abuse, neglect, exploitation and discrimination (VANED) of customers.

## Policy

Rocky Bay understands and acknowledges that freedom from VANED is a human right and is committed to upholding the rights of its customers.

Rocky Bay will promote and adhere to the human rights of all customers and empower them to exercise their rights.

Rocky Bay is committed to creating a culture where customer safety is essential to service delivery, and customers and workers feel empowered to speak up and report VANED.

To deliver the policy, Rocky Bay will:

- Assess workers to ensure they can appropriately work with customers and reduce the risk of harm.
- Train workers to identify, act and report all instances of VANED.
- Train workers in the prevention of VANED and customers rights.
- Train workers on how to reduce the risk of harm to customers.
- Tell customers how to report VANED.
- Offer an advocate and provide information on other external places where they can report VANED.
- Report all matters to appropriate agencies, such as the Police and do so as quickly as possible.
- Support customers during and after any problems they report.
- Keep customers informed throughout any investigations.