

Statement of Preventing and Responding to Abuse, Neglect and Harm of Elders and/or People with Disabilities.

Livable is committed to taking all steps possible to prevent and respond to abuse, neglect, exploitation, violence, and discrimination of its clients, particularly toward people with a disability and older people.

Livable will promote and adhere to the human rights of all customers and empower them to exercise their rights. Livable is committed to creating a culture where customer safety is essential to service delivery, and customers and employees feel empowered to speak up and report abuse.

Livable adheres to strict guidelines and procedures in:

1. Assessing the risks of abuse
2. Preventing abuse from occurring
3. Responding to abuse

Definitions

Exploitation: is taking advantage of someone's vulnerabilities for your personal gain, to steal, use or profit. Exploitation often occurs with vulnerable groups such as people with a disability and older people. Exploitation is a form of abuse.

Abuse: is any form of violence, coercion, exploitation, discrimination, harm or neglect which causes another person psychological or physical pain or suffering. Abuse can be emotional, physical, financial, chemical, or sexual.

Culture of reporting and transparency

Livable will create a culture where employees and customers feel supported to speak up when they witness or become aware of information about an alleged abuse, and that they feel they can do so without fear of punishment or retribution. Barriers to both customer and employee disclosure of incidents of abuse will be addressed and mitigated. Livable will develop clear Whistle-blower protections to encourage transparency and prevent abuse from going unreported.

Complaint and Feedback Process

Livable will ensure there are adequate feedback and complaints mechanisms in place. Customers can lodge a complaint or provide feedback using one of the following options:

1. Call 1800 289 927 and ask to speak with the Manager of the supports and services or the Business Quality Manager
2. Email feedback@livable.org.au
3. Fill out the complaints and feedback form located on the website – livable.org.au