Disclaimer: The information provided in this guide and accompanying films is intended for general use only. It is not a definitive guide to the law and best practice. It does not constitute formal advice, and does not take into consideration the particular circumstances and needs of your organisation. Every effort has been made to ensure the accuracy and completeness of this document at the date of publication. NDS cannot be held responsible and extends no warranties as to the suitability of the information in this document for any particular purpose and for actions taken by third parties.

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INTRODUCTION

About Zero Tolerance

Zero Tolerance is an initiative led by NDS in partnership with the disability sector to assist disability service providers to understand, implement and improve practices which safeguard the rights of people they support.

NDS’s Zero Tolerance Framework is an evidence-based, five-tiered approach which sets out strategies for service providers to improve prevention of, early intervention and responses to abuse, neglect and violence experienced by people with disability.

NDS has developed a range of free resources to support the implementation of the Zero Tolerance Framework.

The Zero Tolerance approach is one of striving for continuous improvement and these resources are designed to be the “start the conversation” to promote positive cultures with respect to speaking up about abuse.

The Zero Tolerance Initiative Overview power point presentation and facilitator guide is a useful starting point for organisations new to the resources. It is important to use the accompanying facilitator guide to ensure staff are receiving a consistent message.

Using this document

This document provides easy access to the Zero Tolerance resources which can be used as part of staff induction, ongoing staff training, staff supervision, staff meetings and team discussions, in personal reflection, with boards, and with people with disability, families and carers.

Use the Zero Tolerance Framework to look at what you are currently doing in your organisation and use the Zero Tolerance resources that are most relevant to you.

Before you begin – Content warning:

When using these resources, it is important to have a conversation about keeping safe. It is important to remind those participating that the topic is about abuse and neglect, and some people may find this upsetting. Talking about these things can be difficult for some people. We do not know what people’s personal experiences have been, what they have seen in their work, or what these conversations might bring up. Feelings may come up during the session, later that day, in a week, in a month, or later. We suggest that participants identify someone they trust if they need to discuss any of the issues covered in these films, who could be a family member, friend, supervisor or manager.

Have this conversation EVERY time you work with these resources, remind people of the support services available, and think about any follow up conversations that may be required.

Useful Contacts:

Your organisation’s Employee Assistance Program (EAP)
Beyond Blue – 1300 22 4636
Lifeline – 13 11 14
1800 Respect – 1800 737 732
The Understanding Abuse resources focus on the importance of promoting and upholding human rights and recognising that abuse, neglect, and violence are a violation of a person's human rights. These resources can help to increase awareness about the signs of abuse and look at some of the more subtle ways in which abuse can occur.

What Are Human Rights? - Animated film
Human Rights are the foundation of the Zero Tolerance Framework. ‘What Are Human Rights’ (with captions) is a short animation that provides an overview of human rights.

This video is available in other languages including Cantonese, Greek, Korean, Mandarin, Turkish, Vietnamese, Italian and Arabic, and can be found here.

Human Rights and You - e-learning program and workbook
Human Rights and You is a national, video-based e-learning program with a Human Rights and You workbook (accessible version available) about why human rights matter when supporting people with disability.

Understanding Abuse e-learning program
This is an e-learning program with three modules for disability support workers. There are printable worksheets (Understanding Abuse e-Learning Workbook and Understanding Abuse Guide for Supervisors) to help facilitate important conversations, personal and group reflection, or to be used as part of staff supervision and training.

There are three options for accessing the Understanding Abuse e-learning modules:

1. Access the course directly here (but please note, completion of the course is not tracked from this link).
2. To access the course with your progress tracked (including certificate of completion), and to access a range of NDS training, log in to the Learning Management System.
3. To enquire about using the course in your organisation's Learning Management System, contact the Learn and Develop Team. An administration fee applies.

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- Beyond Blue – 1300 22 4636
- Lifeline – 13 11 14
- 1800 Respect – 1800 737 732

Before you begin
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Empowerment Circle Films - An introduction
The NDS Empowerment Circle and accompanying guide provide a visual representation of the various life areas that contribute to a person’s quality of life. By focusing on each of the eight life areas we can consider ways to support people to be more empowered in each of these areas.

The ‘Understanding Abuse’ Learning Bites
The ‘Understanding Abuse’ Learning Bites are 3-5 minute videos addressing eight life areas. They can be used to promote discussion and personal reflection by support workers. Always use the Understanding Abuse Guide for Supervisors for a better understanding of the individual films. This helps to facilitate important conversations in personal and team reflection or as part of staff supervision and training. There is a printable worksheet to be completed for each film in the Abuse e-Learning Workbook.

Physical - My body, my health
Social - My life in my community
Identity - Who I am and what I believe
Material - My house and my things
Economic - My money and my job
Education - Things I have learned or want to learn
Relationships - The people in my life
Emotional - How I feel

Additional Resources

Video: Rights Under the UN Convention on the Rights of Persons with Disability (UNCRPD) - Disability Advocacy Resource Unit (DARU)
Website: Preventing and Responding to Abuse, Neglect and Exploitation of People with a Disability - Queensland Government
Website: SafeSpace: Child safe training for providers of services to children with disability - The Office of the Children's Guardian, July-September 2017
Positive Cultures is a set of eight short films and an accompanying guide to help have conversations in your organisation about creating cultures where every person feels valued, listened to and safe to speak up.

1. Positive Cultures
2. Power and Control
3. Speaking Up
4. Listening Well
5. Everyday Opportunities
6. Structured Opportunities
7. The Right Supports
8. The Way We Use Language

The Positive Cultures Guide [PDF] [Accessible] [Easy English] provides more information about each individual film.

BEFORE YOU BEGIN

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Useful Contacts:
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Beyond Blue – 1300 22 4636
Lifeline – 13 11 14
1800 Respect – 1800 737 732

ADDITIONAL RESOURCES

Toolkit: The Safer Services Toolkit
Document: Practice Advice 1: Safer Recruitment and Screening
Document: Practice Advice 2: Supervision and Safety
The Trauma Informed Support films have been developed to assist support workers, providers, people with disability and their families to understand what trauma is, the impact it can have, and ways in which everyone in an organisation can provide trauma-informed support. These 5 films can be watched in sequential order with opportunities for reflection and discussion in between each film. Alternatively, if there is a particular topic of interest, each film can be watched on its own.

Always use the Trauma Informed Support Facilitators Guide for additional tips, information and resources to facilitate conversations about the five Trauma Informed Support Films.

1. Understanding Trauma - This film lays the foundation for understanding trauma and how it can affect people differently throughout their lives.
2. What is Trauma Informed Support? - This film acknowledges the possibility of trauma for the people you support is the first step in providing trauma informed support.
3. A Trauma Informed approach to Positive Behaviour Support - This film provides key practices for implementing positive behaviour support through a trauma informed lens.
4. How can Organisations embed a Trauma Informed approach? - This film offers practical suggestions for how all levels of an organisation can play a powerful role in building and sustaining a trauma informed culture.
5. Building Networks of Support and Recognising Vicarious Trauma - This film focusses on how we can build strong networks of support, and the ways in which individuals and organisations can recognise and respond to the signs and symptoms of vicarious trauma.

BEFORE YOU BEGIN

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Your organisation’s Employee Assistance Program (EAP)
Beyond Blue – 1300 22 4636
Lifeline – 13 11 14
1800 Respect – 1800 737 732

3. Addressing Risk for Specific Groups and Service Settings

Targeted approaches for groups at increased risk of abuse
Targeted service features and settings that increase risk
Reducing and eliminating restrictive practices

ADDITIONAL RESOURCES

Document: Much of the content of these films was based on the Taking Time Framework (A Trauma Informed Framework for Supporting People with Intellectual Disability)
The Foundations of Positive Behaviour Support films provide an overview of positive behaviour support and discuss some of the foundational elements that are necessary for good positive behaviour support to occur.

1. **What is Positive Behaviour Support?** - This film provides an overview of positive behaviour support and outlines a number of important elements that are essential to the approach.

2. **Quality of Life** - This film explores the primary focus of positive behaviour support, improving quality of life, which can mean different things to different people.

3. **Listening and Communicating** - This film discusses the many different ways that people may communicate, the importance of checking in with the people you support and reflecting on practice.

4. **Being Aware of Sensory Needs and Preferences** - This film discusses the importance of getting to know the sensory needs and preference of the people you support.

5. **Upholding the Values of Positive Behaviour Support** - This film encourages reflection about what support workers bring to their role each day and discusses ways to approach conversations about restrictive practices with families.

**BEFORE YOU BEGIN**

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We advise that participants identify someone they trust if they need to discuss any of the issues covered in the films, who could be a family member, friend, supervisor or manager.

Please have this conversation EVERY time you work with these resources, remind people of the support services available, and think about what conversations may be needed.

**Useful Contacts:**

- Your organisation’s Employee Assistance Program (EAP)
- Beyond Blue – 1300 22 4636
- Lifeline – 13 11 14
- 1800 Respect – 1800 737 732

**ADDITIONAL RESOURCES**

- **Document**: Positive Behaviour Support Capability Framework – For NDIS Providers and Behaviour Support Practitioners

**Next**: Recognising Restrictive Practices Films

**Prev**: Trauma Informed Support
Recognising Restrictive Practices is a set of short films and accompanying guide to explore the use of restrictive practices and encourage disability support workers and supervisors to reflect on and talk about less restrictive ways of supporting people with disability. Watch the first clip for each restrictive practice then stop and answer the questions provided. Then watch the second clip to hear what others had to say.

Always use the Recognising Restrictive Practices Guide [PDF] [Accessible], which provides more information about each individual film and helps to facilitate important conversations, in personal and team reflection or as part of supervision and training.

These films were developed with support from the Victorian Office of the Senior Practitioner.
Responding to Abuse is a set of short films and accompanying guide to help disability support workers to think about how to respond quickly and appropriately to abuse, neglect, and violence experienced by people they support.

**Content Warning:**
These films include scenes about abuse of people with disability, which some people may find upsetting. Words or images can cause distress or trigger traumatic memories for survivors of abuse, violence or trauma. Please ensure you have the ‘Before you begin’ conversation prior to viewing the films.

Always use with the accompanying Responding to Abuse Guide [PDF] [WORD], which contains more information about the topics covered in these films and helps facilitate important conversations in personal and team reflection or as part of supervision and training.

1. Introduction
2. Early Warning Signs
3. Understanding Trauma
4. Responding to a Disclosure
5. A ‘Safety First’ Approach
6. Preserving Evidence
7. Role of Supervisors and Managers
8. Being a Bystander

**BEFORE YOU BEGIN**

**Content warning:**
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Please have this conversation EVERY time you work with these resources, remind people of the support services available, and think about what conversations may be needed.

**Useful Contacts:**
Your organisation’s Employee Assistance Program (EAP)
- Beyond Blue – 1300 22 4636
- Lifeline – 13 11 14
- 1800 Respect – 1800 737 732

**ADDITIONAL RESOURCES**

- **Report:** 1800 RESPECT - national sexual assault, domestic and family violence counselling service
- **Document:** Beyond Doubt - the experiences of people with a disability reporting crime - Victorian Equal Opportunity and Human Rights Commission
- **Website:** Investigations: Guidance for Good Practice - Victorian Disability Services Commissioner
5. Analysis, Learning and Improvement

Maintain and analyse records
Continuous improvement
Support initiatives to reduce abuse

BEFORE YOU BEGIN

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Beyond Blue – 1300 22 4636
Lifeline – 13 11 14
1800 Respect – 1800 737 732

The Safeguarding for Boards Films have been developed for members of boards of management of disability service providers. The films provide information for boards to have a better understanding of abuse, neglect and violence experienced by people with disability. They outline: human rights-based organisational approaches to minimise risk of abuse, responsibilities, and good practice for organisations in responding to abuse.

Also available is a short video for boards about Embedding Human Rights based approaches in an organisation.

Always use the accompanying Safeguarding for Boards guide [PDF] [WORD], which contains more information about the topics covered in these films and helps to facilitate important conversations.

1) Safeguarding for Boards 1 - Understanding Abuse
   Safeguarding for Boards 1 - Preventing Abuse

2) Safeguarding for Boards 2 - Additional Risk Part 1
   Safeguarding for Boards 2 - Additional Risk Part 2

3) Safeguarding for Boards 3 - Responding to Abuse

4) Safeguarding for Boards 4 - Learning from Abuse

ADDITIONAL RESOURCES

Document: Workforce Development Program evaluation summary - Women with Disabilities Victoria
The purpose of the four Family Violence and Disability Films is to help disability workers identify and respond to family violence. Research shows that people with disability experience higher rates of violence than people without disability. Women with disability in particular experience very high rates of family and domestic violence. The disability workforce has a vital role to play in preventing, identifying and responding to domestic and family violence.

**AUSLAN Interpreter and Subtitles Version:**
1. Preventing and responding to family violence
2. Prevention of domestic and family violence
3. Early intervention in domestic and family violence
4. Responding to domestic and family violence

**Audio Described Versions:**
1. Preventing and responding to family violence
2. Prevention of domestic and family violence
3. Early intervention in domestic and family violence
4. Responding to domestic and family violence

Films were developed by Women with Disabilities Victoria in collaboration with National Disability Service.

**Useful Contacts:**
- Employee Assistance Program
  - Beyond Blue – 1300 22 4636
  - Lifeline – 13 11 14
  - 1800 Respect – 1800 737 732

- Men’s Referral Service
  - Phone: 1300 766 491
  - Website: www.ntv.org.au

The Men’s Referral Service provides advice for workers supporting clients who use violence, and for men who are using controlling behaviour towards a partner or family member.

**ADDITIONAL RESOURCES**
- **Website:** Stop the Violence - Australia, People with Disability Australia, The University of NSW
- **Website:** Voices Against Violence - Women with Disabilities Victoria, Office of the Public Advocate, Domestic Violence Resources Centre Victoria
- **Website:** Sexuality and Respectful Relationships for people with an intellectual disability
- **Website:** Women with Disabilities Victoria
Introduction

Zero Tolerance Framework
Zero Tolerance Initiative Overview Presentation
Zero Tolerance Initiative Overview Facilitator Guide
Preventing and Responding to Abuse, Neglect and Exploitation of People with a Disability - Queensland Government
SafeSpace: Child safe training for providers of services to children with disability - The Office of the Children's Guardian, July-September 2017
NDIS Quality and Safeguards Hub for resources that support you to understand the new NDIS Quality and Safeguards context for service provision

Understanding Abuse Resources

Human Rights and You Workbook
Human Rights and You – accessible version
The Understanding Abuse e-Learning program
Understanding Abuse e-Learning Workbook
Understanding Abuse Guide for Supervisors
Empowerment Circle accompanying guide
Empowerment Circle diagram
Rights Under the UN Convention on the Rights of Persons with Disability (UNCRPD)
Say 'No' to Abuse - E.W. Tipping Foundation
A Worker's Guide to Safeguarding People Living with Disability from Abuse - ASID and ADP
United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)
  Easy Read Version
  Child Friendly Version

Preventing Abuse Resources

Positive Cultures Guide
  PDF version
  Accessible Word version
  Easy English version

Practice Advice 1: Safer Recruitment and Screening
Practice Advice 2: Supervision and Safety
The Safer Services Tool Kit
About the Safer Services Tool Kit
Sex, Safe and Fun: resources for teaching people with intellectual disability positive safe sex messages by Family Planning NSW
Working Together Well: A Guide to building stronger working relationships between people with disability and their support workers. For people with a disability and their supporters (Southern Cross University, UNSW, RMIT University, and Inclusion Designlab)
National Resource Centre for Circles of Support and Microboards (2017)

Four other BSRC clips - Auslan
  Little things are the big things
  Let's talk
  Catching things early
  Relationships matter

Building Safe and Respectful Cultures (BSRC) Resources - Disability Services Commission
  Plain English executives summary and full report
  Project Overview with Auslan

Resources (cont.)
Considering Additional Risk

Recognising Restrictive Practices Guide
- PDF version
- Accessible version

Exploring Risk: A Zero Tolerance Research Report
Speak Up and Be Safe: Free communication aids and resources to assist adult with a cognitive disability and/or communication difficulties identify and report abuse. Developed by SCOPE Communication and Inclusion Resource Centre.
Enabling and Protecting - Children and Young People with Disability Australia
Feeling safe, being safe: What is important to children and young people with disability and high support needs about safety in institutional settings? - S Robinson
Protecting children and young people with a disability - a booklet for parents and carers Department of Education and Child Development – South Australia
Domestic Violence and Intellectual Disability training program - People with Disability Australia
Royal Commission into Institutional Responses to Child Sexual Abuse - Policy and research
Person-centred Practice Across Cultures workbooks
National Disability Services and futures Upfront
National Framework to Reduce and Eliminate the Use of Restrictive Practices

National Quality and Safeguards Framework (including details of the proposed national Senior Practitioner. States and Territories will continue to authorise and report on the use of restrictive practices in each jurisdiction).
Centre of Excellence for Clinical Innovation and Behaviour Support
Sexuality And Respectful Relationships for people with an intellectual disability
NDIS Commission’s Behaviour Support webpage
PBS Capability Framework
Additional resources by State and Territory
**Responding to Abuse Resources**

**Responding to Abuse Guide**
- PDF version
- Word version

Conducting Investigations Guide (with accessible Word version)

Initial and early response to abuse or neglect in disability services resources - NSW Ombudsman

Interagency Guideline for Addressing Violence, Neglect and Abuse (IGUANA) - Victorian Office of the Public Advocate

Responding to abuse, neglect and exploitation - Queensland Department of Communities, Child Safety and Disability Services

Investigations: Guidance for Good Practice - Victorian Disability Services Commissioner

Beyond Doubt - the experiences of people with a disability reporting crime - Victorian Equal Opportunity and Human Rights Commission

1800 RESPECT - national sexual assault, domestic and family violence counselling service

Making Rights Reality for sexual assault victims with a disability - South Eastern CASA (Victoria)

Support for Justice: a dual-read guide to the law and Victoria’s justice system for people with a disability and their supporters - Inclusion Designlab and VALID, 2016

Disability Services Commission Resources: Jane’s Story

Everything you wanted to know about complaints…

Postcards available here

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**Learning and Improving**

Safeguarding for Boards: Adopting a Human Rights approach – Advice for boards

**Safeguarding for Boards guide**
- PDF version
- Word version

Responding to Violence, Abuse, Exploitation and Neglect: Improving our protection of at-risk adults - Office of the Public Advocate (Victoria)

Workforce Development Program Evaluation Summary - Women with Disabilities Victoria

How to Hear Me - WWILD

Member Webcast: Lessons from the Royal Commission into Sexual Abuse from Robert Fitzgerald AM

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**Family Violence and Disability**

- Women with Disabilities Victoria Resources

Stop the Violence - Women with Disabilities Australia, People with Disability Australia, The University of NSW

Voices Against Violence - Women with Disabilities Victoria, Office of the Public Advocate, Domestic Violence Resources Centre Victoria
Other Resources
NDIS Commission - Worker Orientation Module
Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability website
NDS Royal Commission Resource page
Your Dental Health: A suite of resources for people with a disability, supporters, family members, dentists and allied health professionals (Inclusion Designlab, Carrington Health, Deakin University, ASSCID, ADA)
I Can Vote: A Guide to supporting a person with disability from low political literacy to voting on election days. For people with disability, their supporters and friends (Inclusion Designlab, 2016-2018)

Code of Conduct Resources
Voice at the Table Resources

Acknowledgements:
National Disability Services would like to acknowledge the funding from the Victorian Government which allowed this resource to be developed.