Zero Tolerance Resource Guide



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**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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Decorative images omitted.

# 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](https://www.nds.org.au/resources/zero-tolerance) 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](https://www.nds.org.au/images/zt/Zero-Tolerance-Overview.pptx) [[accessible](https://www.nds.org.au/images/zt/Zero-Tolerance-Initiative-Overview-Ppt-accessible.docx)] and [facilitator guide](https://www.nds.org.au/images/zt/NDS-Zero-Tolerance-overview-facilitator-guide.pdf) [[accessible](https://www.nds.org.au/images/zt/NDS-Zero-Tolerance-Overview-Facilitator-Guide-accessible.docx)] 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](https://www.nds.org.au/resources/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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

## Additional resources

* Document: [Speaking Up About Safety Report – Summary](https://www.nds.org.au/images/resources/resource-files/Speaking_up_about_Safety_Summary_Report_April-2016-2.pdf)
* Document: [Speaking Up about Safety - Full Report](https://www.nds.org.au/images/resources/resource-files/speaking-up-about-safety-fullreport.pdf)
* Website: [NDIS Quality and Safeguards Hub](https://www.nds.org.au/resources/ndis-quality-and-safeguards) for resources that support you to understand the new NDIS Quality and Safeguards context for service provision.

Decorative images omitted.

# Understanding Abuse and E-Learning

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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

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## Understanding Abuse

* Promote and apply human rights
* Understand causes of abuse
* Recognise risk factors and signs of abuse

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)](https://vimeo.com/375787644) 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](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse).

### Human Rights and You: e-learning program and workbook

[Human Rights and You](https://vimeo.com/375787644) 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](https://www.nds.org.au/images/events/files/zt_worksheets.pdf) and [Understanding Abuse Guide for Supervisors](https://www.nds.org.au/images/events/files/zt_guide_supervisors.pdf)) 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](http://zt.nds.org.au/story_html5.html) (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](https://ndslearnanddevelop.sumtotal.host/Broker/Account/Login.aspx?wtrealm=https%3a%2f%2fNDSLEARNANDDEVELOP.sumtotal.host%2fcore%2f&ReturnUrl=http%3a%2f%2fndslearnanddevelop.sumtotal.host%2fBroker%2fToken%2fSaml11.ashx%3fwa%3dwsignin1.0%26wtrealm%3dhttps%253a%252f%252fNDSLEARNANDDEVELOP.sumtotal.host%252fcore%252f%26wreply%3dhttp%253a%252f%252fndslearnanddevelop.sumtotal.host%252fcore%252f&IsHybridOrNativeClient=False&domainid=52160A28FC58BBBE7D7).
3. To enquire about using the course in your organisation's Learning Management System, contact the Learn and Develop Team at [learnanddevelop@nds.org.au](mailto:learnanddevelop@nds.org.au). An administration fee applies.

### Empowerment Circle Films: An Introduction

The NDS [Empowerment Circle](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse) and accompanying [guide](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse) [[accessible](https://www.nds.org.au/images/resources/resource-files/empowerment_circle_accessible-final.docx)] 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](https://www.nds.org.au/images/events/files/zt_guide_supervisors.pdf) 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](https://www.nds.org.au/images/events/files/zt_worksheets.pdf).

[Physical](https://vimeo.com/169993875): My body, my health

[Social](https://vimeo.com/169995834): My life in my community

[Identity](https://vimeo.com/169997726): Who I am and what I believe

[Material](https://vimeo.com/170000087): My house and my things

[Economic](https://vimeo.com/170070066): My money and my job

[Education](https://vimeo.com/170000084): Things I have learned or want to learn

[Relationships](https://vimeo.com/170000086): The people in my life

[Emotional](https://vimeo.com/170000088): How I feel

## Additional Resources

* Video: [Rights Under the UN Convention on the Rights of Persons with Disability (UNCRPD)](https://www.youtube.com/watch?v=PgQnLXazdSg), Disability Advocacy Resource Unit (DARU)
* Website: [Preventing and Responding to Abuse, Neglect and Exploitation of People with a Disability](https://www.communities.qld.gov.au/disability-connect-queensland/preventing-responding-abuse-neglect-exploitation), Queensland Government
* Website: [SafeSpace: Child safe training for providers of services to children with disability](https://www.kidsguardian.nsw.gov.au/child-safe-organisations/become-a-child-safe-organisation/child-safe-resources/child-safe-training), The Office of the Children’s Guardian, July-September 2017

# Positive Cultures Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

## Practices and safeguards which can help prevent abuse

* Implement policy and practice that protect people’s rights
* Support empowerment of people with disability
* Create the right organisational cultures

Positive Cultures is a set of eight short films and an accompanying a 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](https://vimeo.com/334333785)
2. [Power and Control](https://vimeo.com/334333968)
3. [Speaking Up](https://vimeo.com/334334207)
4. [Listening well](https://vimeo.com/334333614)
5. [Everyday Opportunities](https://vimeo.com/334338107)
6. [Structured Opportunities](https://vimeo.com/334334408)
7. [The Right Supports](https://vimeo.com/334334765)
8. [The Way We Use Language](https://vimeo.com/334334628)

The Positive Cultures Guide [[PDF](https://www.nds.org.au/images/zt/ZT_Positive-Cultures-guide.pdf)] [[Accessible](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)] [[Easy English](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)] provides more information about each individual film.

## Additional Resources

* Toolkit: [The Safer Services Toolkit](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* Document: [Practice Advice 1: Safer Recruitment and Screening](https://www.nds.org.au/images/resources/resource-files/ZT_Practice_Advice_1_-_Safer_Recruitment_-_FINAL_-_July_15.pdf)
* Document: [Practice Advice 2: Supervision and Safety](https://www.nds.org.au/images/resources/resource-files/ZT_Practice_Advice_2_-_Supervision_and_Safety.pdf)

Decorative images omitted.

# Trauma Informed Support Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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)

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[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

## 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

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](file:///D:\NDS\Working%20files\Added%20docs\Zt%20resource%20guide\NDS_ZT_Trauma_Informed_Support_Guide.2020.v3docx_-_accessible%20(1).docx) for additional tips, information and resources to facilitate conversations about the five Trauma Informed Support Films.

1. [Understanding Trauma](https://vimeo.com/395869419): This film lays the foundation for understanding trauma and how it can affect people differently throughout their lives.
2. [What is Trauma Informed Support?](https://vimeo.com/395870408): 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](https://vimeo.com/395866704): This film provides key practices for implementing positive behaviour support through a trauma informed lens.
4. [How can Organisations embed a Trauma Informed approach?](https://vimeo.com/395866278): 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](https://vimeo.com/395865301): 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.

## Additional Resources

* Document: Much of the content of these ﬁlms was based on the [Taking Time Framework](https://learning.berrystreet.org.au/sites/default/files/2018-05/Taking-Time-Framework.pdf) (A Trauma Informed Framework for Supporting People with Intellectual Disability)

Decorative images omitted.

# Foundations of Positive Behaviour Support Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 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

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?](https://vimeo.com/422663808/c6e49e86e1): 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](https://vimeo.com/422664628/b91bdc2c05): 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](https://vimeo.com/422664072/c62f9a59e4): 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](https://vimeo.com/422664257/e428a261b6): 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](https://vimeo.com/422664434/75b300bf88): 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.

## Additional Resources

* Document: [Positive Behaviour Support Capability Framework](file:///D:\NDS\Working%20files\Added%20docs\Zt%20resource%20guide\ndis-commission-pbs-capability-framework-v4-may-2019-final-june-publication-v50.docx): For NDIS Providers and Behaviour Support Practitioners
* Document: [Positive Practice Framework](file:///D:\NDS\Working%20files\Added%20docs\Zt%20resource%20guide\DHHS%20Positive%20Practice%20Framework%20.docx): A Guide for Behaviour Support Practitioners. Developed by the Department of Health and Human Services, Victoria.

Decorative images omitted.

# Recognising Restrictive Practices Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 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

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](https://www.nds.org.au/images/resources/ZT_Recognising-Restrictive-Practices_final_v2.pdf)] [[Accessible](https://www.nds.org.au/images/resources/NDS_ZT_Recognising_Restrictive_Practices_Guide_Accessible.docx)], 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.

1. [Introduction – What are Restrictive Practices](https://vimeo.com/242185402)
2. [Restrictive Access Part 1](https://vimeo.com/242185539) and [Restrictive Access Reflections](https://vimeo.com/242185607)
3. [Power Control Part 1](https://vimeo.com/242185656) and [Power Control Reflections](https://vimeo.com/242185705)
4. [Mechanical Restraint Part 1](https://vimeo.com/242185744) and [Mechanical Restraint Reflections](https://vimeo.com/242185798)
5. [Chemical Restraint Part 1](https://vimeo.com/242185847) and [Chemical Restraint Reflections](https://vimeo.com/242185922)
6. [Physical Restraint Part 1](https://vimeo.com/242185986) and [Physical Restraint Reflections](https://vimeo.com/242186050)
7. [Seclusion Part 1](https://vimeo.com/242186113) and [Seclusion Reflections](https://vimeo.com/242186165)
8. [Consequence Control Part 1](https://vimeo.com/242842101) and [Consequence Control Reflections](https://vimeo.com/242186220)

These films were developed with support from the Victorian Office of the Senior Practitioner.

## Additional Resources

* Report: [Exploring Risk: A Zero Tolerance Research Report](http://www.nds.org.au/images/zt/Exploring_Risk-A_Zero_Tolerance_Research_Report.docx)
* Document: [Speak Up and Be Safe](https://www.scopeaust.org.au/news-event/speak-up-and-be-safe-from-abuse/). Developed by SCOPE Communication and Inclusion Resource Centre
* Website: [Voices Against Violence Report](https://www.wdv.org.au/our-work/building-the-knowledge/voices-against-violence/), Women with Disabilities Victoria
* Videos: [Family Violence and Disability Films](https://www.wdv.org.au/), Women with Disabilities Victoria

Decorative images omitted.

# Responding to Abuse films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

## Responding to Abuse

* Early intervention and response
* Supporting the person
* Meet legal and organisational requirements

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](https://www.nds.org.au/images/zt/Responding-to-Abuse-guide.pdf)] [[Accessible](https://www.nds.org.au/images/zt/NDS_Zero_Tolerance_Responding-to-Abuse_Guide_Accessible.docx)], 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](https://vimeo.com/273443618)
2. [Early Warning Signs](https://vimeo.com/273444178)
3. [Understanding Trauma](https://vimeo.com/273444316)
4. [Responding to a Disclosure](https://vimeo.com/273444543)
5. [A ‘Safety First’ Approach](https://vimeo.com/273444962)
6. [Preserving Evidence](https://vimeo.com/273445137)
7. [Role of Supervisors and Managers](https://vimeo.com/273445433)
8. [Being a Bystander](https://vimeo.com/273634453)

## Additional Resources

* Report: [1800 Respect](https://www.1800respect.org.au/), national sexual assault, domestic and family violence counselling service
* Document: [Beyond Doubt](https://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/reports/item/894-beyond-doubt-the-experiences-of-people-with-disabilities-reporting-crime), the experiences of people with a disability reporting crime – Victorian Equal Opportunity and Human Rights Commission
* Website: [Investigations: Guidance for Good Practice](https://www.odsc.vic.gov.au/Investigations-guidance-for-service-providers), Victorian Disability Services Commissioner

Decorative images omitted.

# Safeguarding for Boards Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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

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[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

## Analysis, Learning and Improvement

* Maintain and analyse records
* Continuous improvement
* Support initiatives to reduce abuse

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](https://www.youtube.com/watch?v=u98PzbCzP10).

Always use the accompanying Safeguarding for Boards guide [[PDF](https://www.nds.org.au/images/zt/Safeguarding-for-Boards-Report_Updated-June-2018.pdf)] [[Accessible](https://www.nds.org.au/images/zt/ZT_Safeguarding_for_Boards-Accessible_Updated-june-2018.docx)], which contains more information about the topics covered in these films and helps to facilitate important conversations.

1. Safeguarding for Boards 1 [Understanding Abuse](https://vimeo.com/278983385)

Safeguarding for Boards 1 [Preventing Abuse](https://vimeo.com/277928106)

1. Safeguarding for Boards 2 [Additional Risk Part 1](https://vimeo.com/277925734)

Safeguarding for Boards 2 [Additional Risk Part 2](https://vimeo.com/277926274)

1. Safeguarding for Boards 3 [Responding to Abuse](https://vimeo.com/277928686)
2. Safeguarding for Boards 4 [Learning from Abuse](https://vimeo.com/277926854)

## Additional Resources

* Document: [Workforce Development Program evaluation summary](http://www.wdv.org.au/documents/Evaluation%20Summary%20-%20WDV%20Workforce%20Development%20Program%20on%20G&D%20October%202015.pdf), Women with Disabilities Victoria

Decorative images omitted.

# Family Violence and Disability Films

## Before you begin

### Content warning

When using the Zero Tolerance resources, it is important to remind those participating in discussions that the topics of abuse, neglect and violence may be upsetting 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 in the day, in a week, in a month, or later.

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](https://www.beyondblue.org.au/) 1300 22 4636

[Lifeline](https://www.lifeline.org.au/) 13 11 14

[1800 Respect](https://www.1800respect.org.au/) 1800 737 732

### Men’s Referral Service

Phone: 1300 766 491

[Online chat](http://www.ntv.org.au/get-help/live-chat)

[Website](http://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.

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](https://vimeo.com/350231549/db87976600)
2. [Prevention of domestic and family violence](https://vimeo.com/350231706/93e56e86d6)
3. [Early intervention in domestic and family violence](https://vimeo.com/350231092/926ecec0d1)
4. [Responding to domestic and family violence](https://vimeo.com/350232205/d7429e884d)

### Audio Described Versions

1. [Preventing and responding to family violence](https://vimeo.com/347665732/04d83bca85)
2. [Prevention of domestic and family violence](https://vimeo.com/347665840/ce179eb698)
3. [Early intervention in domestic and family violence](https://vimeo.com/347665371/16e5bdbfe6)
4. [Responding to domestic and family violence](https://vimeo.com/347666139/6c1e5e7db0)

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

## Additional Resources

* Website: Stop the Violence, Women with Disabilities Victoria, People with Disability Australia, The University of NSW
* Website: [Voices Against Violence](https://www.wdv.org.au/our-work/building-the-knowledge/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](http://pwd.org.au/services/training/sexuality-and-respectful-relationships/)
* Website: [Women with Disabilities Victoria](https://www.wdv.org.au)

Decorative images omitted.

# Resources

## Introduction

* [Zero Tolerance Framework](https://www.nds.org.au/images/resources/resource-files/Nat_Zero_Tolerance_framework1.pdf) and [accessible version](https://www.nds.org.au/images/resources/resource-files/zerotolerance.docx)
* [Zero Tolerance Initiative: Overview Presentation](https://www.nds.org.au/images/zt/Zero-Tolerance-Overview.pptx) and [accessible version](https://www.nds.org.au/images/zt/Zero-Tolerance-Initiative-Overview-Ppt-accessible.docx)
* [Zero Tolerance Initiative: Overview Facilitator Guide](https://www.nds.org.au/images/zt/NDS-Zero-Tolerance-overview-facilitator-guide.pdf) and [accessible version](https://www.nds.org.au/images/zt/NDS-Zero-Tolerance-Overview-Facilitator-Guide-accessible.docx)
* [Preventing and Responding to Abuse, Neglect and Exploitation of People with a Disability](https://www.communities.qld.gov.au/disability-connect-queensland/preventing-responding-abuse-neglect-exploitation), Queensland Government
* [SafeSpace: Child safe training for providers of services to children with disability](https://www.kidsguardian.nsw.gov.au/child-safe-organisations/become-a-child-safe-organisation/child-safe-resources/child-safe-training), The Office of the Children's Guardian, July-September 2017
* [NDIS Quality and Safeguards Hub](https://www.nds.org.au/resources/ndis-quality-and-safeguards) 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](https://www.nds.org.au/images/resources/resource-files/NDS_HRAY_Workbook2017-Final.pdf)
* [Human Rights and You – accessible version](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse)
* [The Understanding Abuse e-Learning program](http://zt.nds.org.au/story_html5.html)
* [Understanding Abuse e-Learning Workbook](https://www.nds.org.au/images/events/files/zt_worksheets.pdf)
* [Understanding Abuse Guide for Supervisors](https://www.nds.org.au/images/events/files/zt_guide_supervisors.pdf)
* [Empowerment Circle accompanying guide](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse)
* [Empowerment Circle diagram](https://www.nds.org.au/images/resources/resource-files/EMPOWERMENT-CIRCLE-UPDATED.pdf) and [accessible version](https://www.nds.org.au/images/resources/resource-files/empowerment_circle_accessible-final.docx)
* [Rights Under the UN Convention on the Rights of Persons with Disability (UNCRPD)](https://www.nds.org.au/images/resources/resource-files/EMPOWERMENT-CIRCLE-UPDATED.pdf)
* [Say 'No' to Abuse - E.W. Tipping Foundation](https://www.nds.org.au/zero-tolerance-framework/understanding-abuse)
* [A Worker's Guide to Safeguarding People Living with Disability from Abuse - ASID and ADP](https://www.shinesa.org.au/media/2015/04/SafeguardingPeopleLivingwithDisabilityfromAbuse.pdf)

### United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)

* [Easy Read Version](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/345108/easy-read-un-convention.pdf)
* [Child Friendly Version](https://www.unicef.org/publications/files/Its_About_Ability_final_.pdf)

## Preventing Abuse Resources

* Positive Cultures Guide: [PDF](https://www.nds.org.au/images/zt/ZT_Positive-Cultures-guide.pdf), [Accessible Word Version](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse), [Easy English version](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [Practice Advice 1: Safer Recruitment and Screening](https://www.nds.org.au/images/resources/resource-files/ZT_Practice_Advice_1_-_Safer_Recruitment_-_FINAL_-_July_15.pdf)
* [Practice Advice 2: Supervision and Safety](https://www.nds.org.au/images/resources/resource-files/ZT_Practice_Advice_2_-_Supervision_and_Safety.pdf)
* [The Safer Services Tool Kit](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [About the Safer Services Tool Kit](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [Sex, Safe and Fun:](https://www.fpnsw.org.au/factsheets/individuals/disability/sex-safe-and-fun) resources for teaching people with intellectual disability positive safe sex messages by Family Planning NSW
* [It's My Choice: a Guide to Choice-Making](https://inclusionmelbourne.org.au/resource/choice/) for people with a disability and support organisations (RMIT and Inclusion Melbourne, 2013)
* [Working Together Well: A Guide](https://inclusionmelbourne.org.au/resource/working-together-well/) 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](https://cosam.org.au/) (2017)
* [The Safer Services Plan](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [Safe Guarding in Practice Tools](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [Change Readiness Tools](https://www.nds.org.au/zero-tolerance-framework/preventing-abuse)
* [Abuse Prevention Strategies in Specialist Disability Services Nucleus Group](https://www.nucleusgroup.com.au/static/uploads/files/abuse-prev-booklet-wflcahfzvjji.pdf)
* [Living Safer Sexual Lives: Respectful Relationships](https://www.deakin.edu.au/health-social-development/programs/SLRR), Deakin University

### Building safe and Respectful Culture (BSRC) Resources, Disability Services Commission

* [Plain English executive summary and full report](https://www.odsc.vic.gov.au/abuse-prevention/)
* [Project Overview with Auslan](https://www.youtube.com/watch?v=_IMUDgjtJgU)

### Four other BSRC clips, Auslan

* [Little things are the big things](https://www.youtube.com/watch?v=3bXKjsJEkJA)
* [Let’s talk](https://www.youtube.com/watch?v=aLwHbyHLEBw)
* [Catching things early](https://www.youtube.com/watch?v=zITrjgbah6U)
* [Relationships matter](https://www.youtube.com/watch?v=3WAs4VXL7EA)

# Resources (continued)

## Considering Additional Risk

* Recognising Restrictive Practices Guide [PDF](file:///D:\NDS\Attachments%20for%20accessible%20https:\www.nds.org.au\images\resources\ZT_Recognising-Restrictive-Practices_final_v2.pdfversion), [Accessible word version](file:///D:\NDS\Attachments%20for%20accessible%20version\NDS_ZT_Recognising_Restrictive_Practices_Guide_Accessible%20(1).docx)
* [Exploring Risk](file:///D:\NDS\Attachments%20for%20accessible%20version\Exploring_Risk-A_Zero_Tolerance_Research_Report%20(1).docx): A Zero Tolerance Research Report
* [Speak Up and Be Safe](https://www.speakupandbesafe.com.au/): 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](http://www.cda.org.au/enabling-and-protecting), Children and Young People with Disability Australia
* [Feeling safe, being safe](https://www.childabuseroyalcommission.gov.au/sites/default/files/file-list/Research%20Report%20-%20Feeling%20Safe%20Being%20Safe%20-%20Causes.pdf): 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](http://www.secasa.com.au/assets/Documents/a-guide-to-protecting-children-and-young-people-with-disability-and-preventing-sexual-abuse.pdf): a booklet for parents and carers Department of Education and Child Development, South Australia
* [Royal Commission into Institutional Responses to Child Sexual Abuse](https://www.childabuseroyalcommission.gov.au/research): Policy and research
* [Person-centred Practice Across Cultures workbooks](https://www.nds.org.au/resources/person-centred-practice-across-cultures-resources)
* National Disability Services and [futures Upfront](http://www.futuresupfront.com.au/resources.html)
* [National Framework](https://www.dss.gov.au/sites/default/files/documents/04_2014/national_fraemwork_restricitive_practices_0.pdf) to Reduce and Eliminate the Use of Restrictive Practices
* [National Quality and Safeguards Framework](https://www.dss.gov.au/disability-and-carers/programs-services/for-people-with-disability/ndis-quality-and-safeguarding-framew) (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](https://cadr.org.au/ch-blog/clearing-house/centre-of-excellence-for-clinical-innovation-and-behaviour-support)
* [Sexuality And Respectful Relationships](http://pwd.org.au/services/training/sexuality-and-respectful-relationships/) for people with an intellectual disability
* [NDIS Commission’s Behaviour Support](https://www.ndiscommission.gov.au/providers/behaviour-support)
* [NDIS Restrictive Practices and Behaviour Support Rules](https://www.legislation.gov.au/Details/F2018L00632) (2018)
* [PBS Capability Framework](https://www.ndiscommission.gov.au/sites/default/files/documents/2019-06/ndis-commission-pbs-capability-framework-v4-may-2019-final-june-publication-v50.pdf)
* [Additional resources](ttps://www.nds.org.au/zero-tolerance-framework/considering-additional-risk) by State and Territory

# Resources (continued)

## Responding to Abuse Resources

* Responding to Abuse Guide [PDF](https://www.nds.org.au/images/zt/Responding-to-Abuse-guide.pdf), [Word version](https://www.nds.org.au/images/zt/NDS_Zero_Tolerance_Responding-to-Abuse_Guide_Accessible.docx)
* [Conducting Investigations Guide](https://www.nds.org.au/images/resources/resource-files/Conducting-Investigations-Guide.pdf) (with [accessible Word version](https://www.nds.org.au/images/resources/resource-files/NDS_Victoria_Conducting_Investigations_Guide-Accessible-5.docx))
* [Initial and early response to abuse or neglect in disability services](https://www.ombo.nsw.gov.au/news-and-publications/publications/guidelines/community-and-disability-services) resources, NSW Ombudsman
* Interagency Guideline for Addressing Violence, Neglect and Abuse ([IGUANA](https://www.publicadvocate.vic.gov.au/our-services/publications-forms/5-interagency-guideline-for-addressing-violence-neglect-and-abuse-iguana?path)), Victorian Office of the Public Advocate
* [Responding to abuse, neglect and exploitation](https://www.communities.qld.gov.au/disability-connect-queensland), Queensland Department of Communities, Child Safety and Disability Services
* Investigations: [Guidance for Good Practice](https://www.odsc.vic.gov.au/resources/educational-materials/), Victorian Disability Services Commissioner
* Beyond Doubt: [the experiences of people with a disability reporting crime](https://www.humanrightscommission.vic.gov.au/index.php/our-resources-and-publications/reports/item/894-beyond-doubt-the-experiences-of-people-with-disabilities-reporting-crime), Victorian Equal Opportunity and Human Rights Commission
* 1800 RESPECT: [national sexual assault, domestic and family violence counselling service](https://www.1800respect.org.au/)
* [Making Rights Reality for sexual assault victims with a disability,](https://www.secasa.com.au/) South Eastern CASA (Victoria)
* Support for Justice: [a dual-read guide to the law and Victoria's justice system for people with a disability](https://inclusionmelbourne.org.au/projects/support-for-justice/) and their supporters - Inclusion Designlab and VALiD, 2016
* [Disability Services Commission Resources](https://www.odsc.vic.gov.au/resources/educational-materials/#families): Jane’s Story
* Everything you wanted to know [about complaints](https://www.odsc.vic.gov.au/resources/educational-materials/#booklet)
* Postcards [available here](https://www.odsc.vic.gov.au/resources/resources-order-form/)

## Learning and Improving

* [Safeguarding for Boards](https://www.youtube.com/watch?v=u98PzbCzP10): Adopting a Human Rights approach – Advice for boards
* Safeguarding for Boards guide [PDF](https://www.nds.org.au/images/zt/Safeguarding-for-Boards-Report_Updated-June-2018.pdf), [Word version](file:///D:\NDS\ZT_Safeguarding_for_Boards-Accessible_Updated-june-2018%20(1).docx)
* Responding to Violence, Abuse, Exploitation and Neglect: [Improving our protection of at-risk adults](https://www.publicadvocate.vic.gov.au/our-services/publications-forms/9-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,](http://www.wdv.org.au/documents/Evaluation%20Summary%20-%20WDV%20Workforce%20Development%20Program%20on%20G&D%20October%202015.pdf) Women with Disabilities Victoria
* How to Hear Me, [WWILD](https://wwild.org.au/counselling-people-with-intellectual/)
* Member Webcast: [Lessons from the Royal Commission into Sexual Abuse](https://www.nds.org.au/news/member-webcast-lessons-from-the-royal-commission-into-sexual-abuse-from-robert-fitzgerald-am1) from Robert Fitzgerald AM

## Family Violence and Disability: Women with Disabilities Victoria Resources

* [Stop the Violence](http://wwda.org.au/wp-content/uploads/2013/12/STV_Outcomes_Paper.pdf) , Women with Disabilities Australia, People with Disability Australia, The University of NSW
* [Voices Against Violence](https://www.wdv.org.au/our-work/building-the-knowledge/voices-against-violence/): Women with Disabilities Victoria, Office of the Public Advocate, Domestic Violence Resources Centre Victoria

# Resources (continued)

## Other Resources

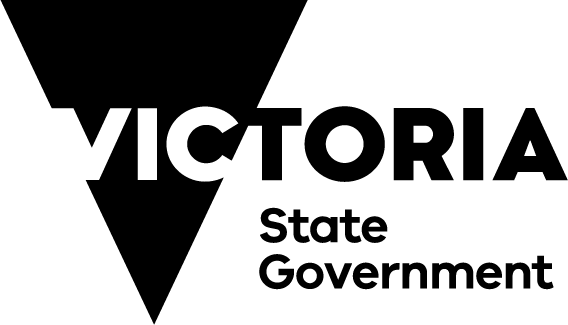
* NDIS Commission: [Worker Orientation Module](https://www.ndiscommission.gov.au/workers/training-course)
* Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability [website](https://disability.royalcommission.gov.au/Pages/default.aspx)
* NDS Royal Commission [Resource page](https://www.nds.org.au/royal-commission)
* [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)](https://inclusionmelbourne.org.au/projects/your-dental-health/)
* I Can Vote: [A Guide to supporting a person with disability from low political literacy to voting on election days](https://inclusionmelbourne.org.au/projects/voting-and-electoral-inclusion/). For people with disability, their supporters and friends (Inclusion Designlab, 2016-2018)

## Code of Conduct Resources

* NDIS Code of Conduct Powerpoint presentation (available Dec 2019)
* NDIS Code of Conduct Facilitators Guide (available Dec 2019)
* Easy English Facilitators Guide (available Dec 2019)
* Voice at the Table [Resources](https://voiceatthetable.com.au/)

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End of document.