

RESOURCE GUIDE



Introduction

Using the Zero
Tolerance Framework



Resources

Understanding Abuse Films and e-Learning Program

Understanding Power and Control Films

Positive Cultures Films

Trauma Informed Support Films

Foundations of Positive Behaviour Support Films

Recognising Restrictions on People's Lives Films

Responding to Abuse Films

Safeguarding for Boards Films

Family Violence and Disability Films

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

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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.

ADDITIONAL RESOURCES

- Document:** Speaking Up about Safety Report - Summary
- Document:** Speaking Up about Safety - Full Report
- Website:** NDIS Quality and Safeguards Hub for resources that support you to understand the new NDIS Quality and Safeguards context for service provision.

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

Next: Understanding Abuse Films and e-Learning

UNDERSTANDING ABUSE FILMS AND E-LEARNING

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1. 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) is a short animation that provides an overview of human rights.

This video is available in other languages including 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](#)) 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.

BEFORE YOU BEGIN

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Lifeline – 13 11 14
1800 Respect – 1800 737 732

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UNDERSTANDING ABUSE FILMS & E-LEARNING

UNDERSTANDING POWER AND CONTROL FILMS

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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

These two films and guide will assist your team's understanding of punitive restrictions and that these approaches are never acceptable. The films look at the impact on person's health and wellbeing and help start conversations about how to do things differently.

[Guide: Understanding Power and Control](#)

[Film 1: Recognising punitive approaches - Power and Control](#)

[Film 2: Recognising punitive approaches - Consequence Control](#)

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

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[Next: Positive Cultures Films](#)



POSITIVE CULTURES FILMS

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2. 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
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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](#)
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.

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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.

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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

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[Next: Trauma Informed Support →](#)



TRAUMA INFORMED SUPPORT FILMS

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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
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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.

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

ADDITIONAL RESOURCES

Document: Much of the content of these films was based on the [Taking Time Framework \(A Trauma Informed Framework for Supporting People with Intellectual Disability\)](#)

[Prev: Positive Cultures Films](#)

[Next: Foundations of Positive Behaviour Support Films](#)



FOUNDATIONS OF POSITIVE BEHAVIOUR SUPPORT FILMS

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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
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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.

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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

- Document:** [Positive Behaviour Support Capability Framework – For NDIS Providers and Behaviour Support Practitioners](#)
- Document:** [Positive Practice Framework – A Guide for Behaviour Support Practitioners – Developed by the Department of Health and Human Services, Victoria.](#)

[Prev: Trauma Informed Support](#)

[Next: Recognising Restrictions on People's Lives Films](#)



RECOGNISING RESTRICTIONS ON PEOPLE'S LIVES FILMS

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3. Addressing Risk for Specific Groups and Service Settings			
<table border="1"> <tr> <td>Targeted approaches for groups at increased risk of abuse</td> <td>Targeted service features and settings that increase risk</td> <td>Reducing and eliminating restrictive practices</td> </tr> </table>	Targeted approaches for groups at increased risk of abuse	Targeted service features and settings that increase risk	Reducing and eliminating restrictive practices
Targeted approaches for groups at increased risk of abuse	Targeted service features and settings that increase risk	Reducing and eliminating restrictive practices	

These five films and guide will help your team to recognise restrictions when they see or use them, understand that all restrictions can have negative impact on the health and wellbeing of the person and help start the conversation about ways to do things differently.

[Guide: Recognising Restrictions on people's lives.](#)

It is recommended to use the Guide for additional content and activities

- [1. What are Restrictive Practices](#)
- [2. Recognising Restrictions to accessing items, activities, and parts of the environment](#)
- [3. Recognising Restrictions to free movement with a device](#)
- [4. Recognising Restrictions to free movement using physical force](#)
- [5. Recognising Restrictions to free exit by using sole confinement](#)

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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:** Exploring Risk: A Zero Tolerance Research Report
- Document:** Speak Up and Be Safe - Developed by SCOPE Communication and Inclusion Resource Centre
- Website:** Voices Against Violence Report - Women with Disabilities Victoria
- Videos:** Family Violence and Disability Films - Women with Disabilities Victoria

[Prev: Foundations of Positive Behaviour Support Films](#)

[Next: Responding to Abuse Films](#)



RESPONDING TO ABUSE FILMS

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4. 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 [\[PDF\]](#) [\[WORD\]](#), 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

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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

- 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

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SAFEGUARDING FOR BOARD FILMS

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5. Analysis, Learning and Improvement			
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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](#).

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](#)

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.

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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: [Workforce Development Program evaluation summary - Women with Disabilities Victoria](#)

[Prev: Responding to Abuse Films](#)

[Next: Family Violence and Disability Films](#)



FAMILY VIOLENCE AND DISABILITY FILMS

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BEFORE YOU BEGIN

Content warning:

Remind those participating in discussions and training that the topic is about abuse and neglect. It is good to remind people that they are in a safe place and if people need some time out that is OK.

We advise 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.

Remind people of the support services available and think about what follow up conversations may be needed.

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
 Online chat: www.ntv.org.au/get-help/live-chat
 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.

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.

ADDITIONAL RESOURCES

- Website:** [Stop the Violence - Women with Disabilities 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](#)

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- 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

It's My Choice: a Guide to Choice-Making for people with a disability and support organisations (RMIT and Inclusion Melbourne, 2013)

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)

- The Safer Services Plan
- Safe Guarding in Practice Tools
- Change Readiness Tools
- Abuse Prevention Strategies in Specialist Disability Services Nucleus Group
- Living Safer Sexual Lives: Respectful Relationships Deakin University

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

[← Prev: Family Violence and Disability Films](#)

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Considering Additional Risk

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

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

NDIS Restrictive Practices and Behaviour Support Rules (2018)

PBS Capability Framework

Additional resources by State and Territory

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Responding to Abuse Resources

Responding to Abuse Guide

[PDF version](#)

[Word version](#)

Investigating Resources

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

Everything you wanted to know about complaints...

Postcards available here

Learning and Improving

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

Safeguarding for Boards guide

[PDF version](#)

[Word version](#)

Workforce Development Program Evaluation Summary - Women with Disabilities Victoria

How to Hear Me - WWILD

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

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Other Resources

NDIS Commission - Worker Orientation Module

Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability website

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

Code of Conduct Films and Guide

Acknowledgements:

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



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