

# Protecting and Upholding Human Rights Policy

## POLICY 2

**CatholicCare works tirelessly to uphold the human rights, safety and wellbeing of our clients. We have a zero-tolerance approach to violence, all forms of abuse, neglect, and exploitation. Safeguarding those who are vulnerable and at risk of abuse, neglect or exploitation is our responsibility.**

*If you become aware of or suspect instances of violence, abuse, neglect, or exploitation you must contact us immediately at [executivedirector@ccss.org.au](mailto:executivedirector@ccss.org.au)*

We are committed to prevention, early intervention and prompt responses to suspected, potential and actual violence, all forms of abuse, neglect and exploitation. All employees, volunteers and contractors have a responsibility to advocate for and empower those most at risk in our community.

### Our Aim

To always maximise the wellbeing and human rights of our clients; to create an environment and culture of respect which is reflected in everything we do and to operate within the principles of the Diocese of Parramatta Safeguarding Policy.

### We will

- Ensure in our dealings with clients that their safety and wellbeing is paramount
- Create a positive culture of respect and zero tolerance where abuse is proactively managed
- Create and maintain a person-centred approach
- Empower people and encourage self-advocacy and speaking up
- Facilitate an inclusive environment to assist those with additional needs
- Provide a safe environment for all persons to report suspected or actual incidents of harm, abuse, neglect, exploitation; or feedback and grievances. We will respond in a sensitive, timely manner and without retribution
- Fully cooperate with and learn from any external investigations
- Engage everyone in a culture of protecting and empowering people, through training, seeking feedback and providing clear expectations of behaviour in our code of conduct and values
- Provide information, training, instruction, supervision and strong leadership to support our employees in understanding, identifying, preventing and responding to abuse, neglect and exploitation effectively
- Comply with all relevant legislative, regulatory and legal requirements
- Manage risk and promote safety in our services with clear policies, procedures and systems
- Never knowingly employ anyone who poses a risk to the safety of others
- Ensure all staff, students and volunteers comply with the relevant background checks required to fulfil their role.

### Accountability

Sits with the Executive Director who is accountable to the Diocese for the development and implementation of systems and supports to protect, uphold, and safeguard the rights of our clients.



**Peter Loughnane**  
**Executive Director**

March 2021