Mimosa Care

Compassion. Innovation. Trust.

Violence, Abuse, Neglect, Exploitation and Discrimination Policy Statement

Statement of Intent

Mimosa Care is committed to providing safe, respectful and inclusive services where every participant is protected from violence, abuse, neglect, exploitation and discrimination.

We uphold each participant's right to feel safe, live with dignity and access supports free from harm, bullying, harassment, intimidation and victimisation.

Mimosa Care maintains a zero-tolerance approach to all forms of abuse and misconduct. We recognise our duty of care to prevent harm, implement appropriate safeguards and respond promptly and effectively to all suspected, alleged or actual incidents.

Our Approach

Mimosa Care promotes participant safety and wellbeing by ensuring:

Prevention and safeguarding

We implement policies, procedures and practices that actively prevent violence, abuse, neglect, exploitation and discrimination. Appropriate risk assessments, individualised safeguards, worker screening and safe recruitment practices support the protection of participants.

Safe and inclusive environments

We promote a service and workplace environment free from bullying, harassment, sexual harassment, discrimination and victimisation, where participants and workers are treated with dignity, equality and respect.

Accessible reporting and advocacy

We encourage and support participants, families, carers, advocates and workers to report concerns without fear of retaliation or disadvantage. Participants are provided with information about advocacy services and supported to access an advocate of their choosing, including an independent advocate, particularly when allegations of harm are made.

Prompt response and participant support

We respond promptly, sensitively and effectively to allegations and incidents, prioritising the participant's immediate safety and wellbeing. Where required, we facilitate access to medical care, counselling, advocacy, legal assistance and other appropriate support services.

Incident management and reporting

All allegations and incidents are recorded, assessed, investigated and managed in accordance with Mimosa Care's Incident Management Policy and Procedure. Reportable incidents are notified to the NDIS Quality and Safeguards Commission and other relevant authorities within applicable statutory timeframes.

Workforce training and accountability

We ensure all workers receive appropriate training, guidance and supervision to recognise, prevent, respond to and report abuse, neglect, exploitation and discrimination. A suitably trained manager is designated to oversee safeguarding concerns and incident responses.

Confidentiality and protection from retaliation

We protect the privacy and dignity of participants and individuals reporting concerns or participating in investigations. All information is managed confidentially, subject to applicable reporting and legal obligations.

Continuous improvement

We document investigation outcomes, review incidents and complaints, and implement corrective and preventative actions to reduce the risk of recurrence and strengthen participant safeguarding.

Our Commitment

Mimosa Care is committed to maintaining an organisational culture of safety, respect, transparency and accountability. All workers are responsible for protecting participants from harm, upholding their human rights and promoting their safety and wellbeing in accordance with the NDIS Practice Standards, NDIS Code of Conduct and applicable legislative requirements.