



Member Protection Policy

Purpose

Good Friends prohibits and does not tolerate any form of abuse or misconduct in the workplace or any locations pursuant to company related activity, including within the homes of our Members.

Good Friends provides procedures for Members and contractors or any other victims of abuse or misconduct to report such acts. Those reasonably suspected or believed to have committed abuse or misconduct will be appropriately investigated, disciplined and reported to legal authorities.

Scope

This policy applies to all contractors, members, families/whanau, nominated representatives and volunteers.

Objective

To support the prevention of all types of abuse, neglect, discrimination, exploitation, and misconduct in the workplace, associated workplace locations, and in relation to the delivery of Good Friends services, and ensure any complaints of abuse or misconduct are taken seriously, and are dealt with promptly, sensitively, confidentially and in accordance with legal reporting requirements.

Definition

- Child sexual abuse – any sexual activity, involvement or attempt of sexual contact with a person who is a minor (under 18 years old) where consent is not or cannot be given.
- Sexual abuse/assault/misconduct may include:
 - sexual activity with any person who does not or is unable to give consent
 - unwanted and intentional physical conduct that is sexual in nature, such as touching, pinching, patting, brushing, massaging someone's neck or shoulders and/or pulling against the body or clothes
 - material such as pornographic or sexually explicit images, posters, calendars or objects being used with or around a Member or worker

- unwelcome and inappropriate sexual advances, comments, innuendoes, bullying, jokes, gestures, electronic communications or messages (e.g. email, text, social media, voicemail), exploitation, exposure, leering, stalking or invasion of sexual privacy
- direct or implied threats that submission to sexual advances will be a condition of working relationship
- behaviours that could be seen as grooming.
- Verbal abuse of any person may include:
 - seriously inappropriate or improper verbal behaviour
 - excessive or degrading demands
 - a pattern of degrading comments or harassment
 - verbal threats of harm, abuse or neglect as captured within this policy.
- Financial abuse of any person may include:
 - withholding of money
 - using money for purposes not authorised by a Member
 - coercion or misleading behaviour to obtain money.
- Neglect of any person may include:
 - failure to meet duty of care
 - single significant incidents or a pattern of incidents that cause or have potential to cause harm, or fail to meet physical or psychological needs.
- Physical assault/abuse of any person may include unreasonable use of, or threat of, any force:
 - that is not in line with an approved restrictive practice
 - that is not used to protect from harm to self or others
 - such as hitting, pushing, shoving, spitting, and throwing objects.
- Discrimination
 - is any form of unjust treatment based on the characteristics of an individual or group.
- Exploitation may include:
 - taking unfair advantage of people or their situation
 - using a position of power over others for one's own gain.

Policy Statement

- Good Friends is committed to following legal requirements for reporting allegations or incidents of abuse, neglect or misconduct to appropriate law enforcement and protective services organisations.
- We actively encourage the reporting of all incidents of concern, including abuse and misconduct, and are committed to providing an environment where either a contractor or Member feels enabled to report abuse and misconduct.

- We take all allegations of abuse or misconduct seriously and will promptly, thoroughly and equitably investigate whether such abuse or misconduct has taken place.
- We may utilise an external third-party to conduct an investigation.
- We will make every reasonable effort to keep the matters involved in the allegation as confidential as possible, while still allowing for a prompt and thorough investigation.
- The organisation deploys several measures to support identification of potential issues for our Members. These include:
 - assigning a Care Manager who actively engages with their Members on a regular basis
 - where possible assigning more than one contractor, so that there is a backup if required, and to provide an additional layer of security through rotation
 - regular online survey where Members and Authorised Representatives are asked to rate and comment on services; we publish raw and real time survey results internally, and poor ratings and comments are investigated and closed out
 - operating an incident management system for workers to report suspected incidents of abuse or misconduct; we will take every reasonable measure to ensure that those named in a complaint of misconduct, or are too closely associated with those involved in the complaint, will not be part of the investigative team
 - completion of appropriate orientation material by all Good Friends contractors
 - operating and maintaining a contractor screening process for prospective workers, including but not limited to an application process, formal interviews, analysis of past experience working with vulnerable clients, reference checks and criminal history checks.
- We actively support reporters of and alleged victims of abuse and misconduct.
- We prohibit retaliation made against any person who lodges a good faith complaint of abuse or misconduct or who participates in any related investigation.
- We prohibit making false or malicious abuse or misconduct allegations, as well as deliberately providing false information during an investigation. Anyone who violates this rule is subject to disciplinary action.