

Union rather than following the clear procedural guidelines about who to contact also indicates that further training is required to ensure that all staff understand their role in responding to incidents of suspected or actual abuse.

Areas for strengthening

More easily accessible information and education could be provided to residents so they are more aware of what is unacceptable staff behaviour. House staff would have a key role in reinforcing this information with residents on a daily basis. For example, when bathing residents, staff should consistently reinforce the boundary between "ok" and "not ok" touching. .

Ensuring that all staff are trained in recognising and responding to suspected or actual abuse is critical to keeping residents safe. Training should also be supported by the creation of a culture that encourages staff to speak out if they have concerns, and where they are empowered to act if they become aware of abuse.

Ensuring that the right people are in the House Supervisor role is important for ensuring the support environment is focused on keeping residents safe. House Managers play a key role in creating a culture in the house where reporting is encouraged, and where staff feel confident to raise concerns about "gut feel" issues. House Supervisors also play a key role in passing on reports and concerns up to the Operations Managers.

Operations Managers and House Supervisors could be provided with more coaching and guidance from DAS managers about the application of the incident reporting policy, related to the penalties for late reports. This would ensure that staff are not discouraged from reporting incidents altogether in cases where they have needed time to reflect before deciding that a report is required. The development of targeted (earning and development modules focused on supporting managers in understanding and undertaking their role in the management and response to incidences of abuse and neglect and investigation procedures could assist.

6.5 Supervision, Performance Management, and Learning and Development

Why are supervision, performance management and Learning and Development important for keeping residents safe

Supervision and access to Learning and Development opportunities are important ways to encourage disability support workers to continue learning and developing their knowledge and skills, and keep up to date with best practice to better support residents and keep them safe.

Performance management is an important mechanism for House Supervisors to hold House Staff accountable in cases where House Staff are not providing residents with the required level of support. The House Supervisor plays a key role in establishing the culture in the house, setting and modelling the standard of care and coaching and developing other direct care staff.

What would you expect to see in the support environment

Support workers

Support workers:

- receive regular feedback about their performance
- are encouraged to reflect on their own practice and identify opportunities for improvement
- are supported to continually learn and develop new skills
- have formal plans to improve performance if necessary.

Supervision discussions happen regularly with the house supervisor and include discussion of:

- support worker strengths