



Ability Beyond Boundaries Ltd (ABB)
Building Pathways, Breaking Barriers

Violence, Abuse, Neglect, Exploitation and Discrimination Policy

Website edition | Prepared 30 September 2026

1. Our commitment

Everyone has the right to be safe, respected and included. ABB does not tolerate violence, abuse, neglect, exploitation or discrimination. We uphold dignity, human rights, choice and control, and take concerns about harm seriously.

We recognise that barriers to communication, disability, cultural and language differences, isolation and unequal power can make it harder to raise concerns. We work to remove these barriers and provide culturally respectful, accessible ways to seek help.

2. Who this policy covers

This policy covers ABB's NDIS supports, community and cultural programs, events, training, social enterprises and other activities, in person and online. It applies to directors, employees, volunteers, students on placement, contractors, participants and visitors.

3. What we mean

Violence: Physical harm or threats of physical harm.

Abuse: Physical, sexual, emotional, psychological or verbal mistreatment, including intimidation, bullying, harassment, coercion and grooming.

Neglect: Failure to provide care, support or protection that a person needs and that someone has a responsibility to provide, causing harm or a risk of harm.

Exploitation: Unfairly using a person, their money, property, work or circumstances for someone else's benefit, including through pressure, deception or misuse of trust.

Discrimination: Unfair treatment or barriers linked to characteristics such as disability, race, age or sex. This can include rules or practices that unfairly disadvantage a group, and failure to make reasonable adjustments where required.

4. Preventing harm

ABB will assess risks in its services and activities and take practical steps to reduce them. These include appropriate recruitment and screening, supervision, clear professional boundaries, and training suited to each person's role.

We will explain rights and reporting options, support informed decision-making, make reasonable adjustments, and promote respectful relationships. We will seek feedback from participants and communities and use it to improve safety and inclusion.

5. Responsibilities

Board of Directors: Oversees safeguarding, monitors significant risks and ensures this policy is reviewed and implemented.

Executive Director or designated responsible person: Manages day-to-day implementation, arranges support and impartial responses, maintains secure records, and ensures required external notifications are made.

Staff, volunteers, students and contractors: Treat people respectfully, follow safeguarding procedures, act promptly when someone may be unsafe, and immediately report suspected or alleged harm to the Executive Director or designated responsible person. They must not wait for proof or investigate allegations themselves.

Participants and visitors: Are expected to treat others respectfully and are encouraged to raise concerns. A person's right to protection and support does not depend on their ability to report, understand or agree to this policy.

6. How to raise a concern

Immediate danger: Call **000** for police, ambulance or fire assistance. Seek urgent medical help where needed.

You can speak to any ABB staff member, contact the Executive Director, or use the contact details or enquiry form on ABB's website Contact page. You may report verbally or in writing, or ask a trusted person or independent advocate to help you.

If your concern involves the Executive Director, ask for it to be referred to another Board member. Anyone involved in an allegation or with a conflict of interest must not manage the response to that allegation.

You do not need to prove that harm occurred before speaking up. ABB accepts anonymous concerns, although anonymity may limit our ability to investigate or provide updates. You can contact an external authority directly at any time.

We will offer assistance with communication, accessible information and language needs, including help to arrange an interpreter where needed. You may choose a support person or advocate. Reporting a concern must not lead to intimidation, retaliation or unfair treatment.

7. How ABB responds

- **Protect safety:** Assess immediate risks, arrange urgent assistance and take proportionate steps to prevent further harm.
- **Listen and support:** Respond respectfully, take account of the person's wishes and communication needs, and help them access appropriate advocacy, counselling, medical or legal services.
- **Record and assess:** Document the concern securely, preserve relevant information and explain the next steps and any required information sharing.
- **Review fairly:** Arrange a prompt, impartial assessment or investigation appropriate to the circumstances, respecting procedural fairness and coordinating with external authorities where necessary.
- **Act and follow up:** Explain relevant outcomes to the affected person, subject to privacy obligations; take corrective or disciplinary action where appropriate; and review safeguards to prevent recurrence.

Internal action must not delay emergency assistance or a required report to police, child protection authorities, the NDIS Commission or another relevant body. ABB will comply with applicable reporting obligations.

8. NDIS safeguarding

For incidents connected with NDIS supports or services, ABB will follow its incident management procedures and the NDIS reporting requirements. Reportable incidents include specified serious harm, abuse or neglect, sexual misconduct, unlawful contact or assault, and unauthorised restrictive practices, including allegations. ABB will notify the NDIS Commission within the applicable timeframes and provide required follow-up information.

9. Privacy and external help

Information is handled sensitively and shared only where needed to protect safety, manage the concern fairly, or meet legal obligations. Complete secrecy cannot be promised. Wherever possible, ABB will explain what information will be shared and why.

NDIS Quality and Safeguards Commission: For concerns about NDIS providers or workers, call **1800 035 544** or visit ndiscommission.gov.au/complaints/report. You can contact the Commission without first complaining to ABB.

Australian Human Rights Commission: For information about discrimination complaints, call **1300 656 419** or visit humanrights.gov.au/complaints. Independent advocacy or legal services can also help you consider your options.

10. Review and related policies

The Board and Executive Director will review this policy annually, and earlier when incidents, feedback or changes in requirements show a need. Read it alongside ABB's Code of Conduct, Feedback and Complaints Policy, Confidentiality Policy and internal incident management procedures.