




**CREATING A
SAFE PLACE
FOR EVERYONE
AT SUNNYFIELD** 

Registered
NDIS
provider



Sunnyfield
disAbility Services

SUNNYFIELD RESPONSE TEAM

Sunnyfield Response Team Policy

Sunnyfield is committed to upholding that all Sunnyfield clients live and work in an environment that is free from abuse, assault and neglect.

Sunnyfield has Zero Tolerance for abuse, assault or neglect, and all allegations and incidents are acted upon quickly and effectively, ensuring confidentiality at all times, subject to legally imposed reporting obligations.

Sunnyfield's policy and procedures ensure a uniform approach is applied to all allegations of abuse, assault or neglect of Sunnyfield clients, residents or supported employees. Sunnyfield's Response Team members are representatives of all operational divisions of Sunnyfield and undertake specific training with the NSW Ombudsman and other appropriate registered training organisations. Under Sunnyfield's Code of Conduct all Sunnyfield employees must report all allegations of abuse, assault or neglect directly to the Sunnyfield Response Team.





What is the role of the Response Team?

To collate and record relevant information when an allegation is made.

Provide support to clients, family members or carers and staff.

Provide information to clients and their family members or carers receiving services from Sunnyfield.

Where required participate in investigations into allegations.

Refer all serious incidents where an alleged crime has been committed to State or Territory Police.

Report to the NDIS Quality and Safeguards Commission and/or Department of Community Services and/or NSW Ombudsman and/or ACT Government Community Services, where an allegation of assault, abuse or neglect is a reportable incident.

When to contact the Response Team

If you have any concerns about something that you have seen, heard or are in doubt whether it is a Response Team issue, please contact the Response Team.

How can I contact the Response Team?

Sunnyfield's Response Team operates 24 hours a day seven days a week in NSW and the ACT.

Contact us in NSW or the ACT

T 02 8123 2051 (24/7)

E response@sunnyfield.org.au
(Monday - Friday)



Feedback

We are not only in the business of improving lives we are also in the business of improving the way we do it. So if you have any feedback, about the things we have done well, or the things we could do better, then please get in contact and send an email to our confidential email address feedback@sunnyfield.org.au

Contact Us

T 1300 588 688

E enquiries@sunnyfield.org.au

www.sunnyfield.org.au



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Sunnyfield
For a brighter future