

Purpose

To ensure that the organisation has procedures in place to protect the participant's health, safety and wellbeing in the event of an incident. These procedures ensure that incidents are documented correctly, acknowledged, responded to, well-managed and any lessons learnt reflected into policies, procedures and staff training.

This Policy applies to all staff, contractors and others who come into contact with CPEC for the purpose of undertaking service and support delivery.

Policy

CPEC will promote the health, safety, welfare and well-being of its participants and meet its professional and legal responsibilities by ensuring any incidents are appropriately:

- Identified and recorded;
- Assessed to determine corrective and or harm minimisation strategies;
- Investigated where necessary;
- Followed up in a timely manner and to ensure satisfactory outcomes are achieved;
- Considered against legislative / funding body requirements / guidelines (including the *NDIS Quality and Safeguards Commission: Incident Management Systems*) and acted upon / reported as required and
- Shared where appropriate to assist with quality improvement.

All incidents must be recorded on CPEC's CRM – Lumary, electronically on the participant's file or using the "Incident Report & Investigation Form", managed and resolved by the CEO or the person designated by the CEO to resolve the matter. If the incident is recorded manually, it must be transferred to Lumary at the earliest possible time to ensure that the management team is alerted to the incident, action taken and the resolution of the matter.

CPEC must report to the NDIS Commission serious incidents (including allegations) arising in the context of NDIS supports or services, including:

- the death of an NDIS participant;
- serious injury of an NDIS participant;
- abuse or neglect of an NDIS participant;
- unlawful sexual or physical contact with, or assault of, an NDIS participant;
- sexual misconduct committed against, or in the presence of, an NDIS participant, including grooming of the NDIS participant for sexual activity; and
- the unauthorised use of a restrictive practice in relation to an NDIS participant.

The forms and processes designated by the NDIS Commission including the immediate notification form and 5 day notification form must be completed and returned within the designated timeframes using the NDIS Commission's on-line portal. These procedures do not replace existing obligations to report suspected crimes to the police and other relevant authorities.

Copies of the Easy Read Incident Process, Incident Management Policy and Procedures, and Complaints and Feedback Forms, are available at reception or CPEC's website.

Outcomes

- Risks will be identified and managed to eliminate or minimise any adverse event;
- The impact of any incident will be minimised;
- Participants/families/other stakeholders will be satisfied with the outcome of the management of risks and incidents;
- Involved employees are aware and accepting of the outcome of the management of risks and incidents;
- There will be minimal reoccurrence of incidents; and
- CPEC's CEO and Directors will be aware of risks and incidents and the actions taken to manage these events.

Definitions

Incident Event or situation that could have resulted in harm to an individual or to the business. This includes, but is not limited to:

- Injury and / or near-miss to participant;
- Injury and / or near-miss to workers;
- Acts by a person with disability that did or may have caused serious harm;
- Complaint or negative feedback about the service;
- Actual or suspected abuse of participant / others;
- Breach of privacy / other participant rights e.g. restrictive practice;
- Less than expected therapeutic outcome;
- Damage to equipment / goods; and
- Breach of statutory obligations.

Note: NDIS Definition

"An incident is defined as an act, omission, event or circumstance.

It may mean any of the following:

- Acts, omissions, events or circumstances that occur in connection with providing NDIS supports or services to a person with disability and have, or could have, caused harm to the person with disability.
- Acts by a person with disability that occur in connection with providing NDIS supports or services to the person with disability and which have caused serious harm, or a risk of serious harm, to another person.
- Reportable incidents that have or are alleged to have occurred in connection with providing NDIS supports or services to a person with disability"

[Reference: NDIS Commission Incident Management Systems: Detailed Guidance for Registered NDIS Providers June 2019, page 3](#)

Accident Event or situation that actually resulted in harm to an individual or damage to equipment.

Risk Something that could potentially lead to an incident or accident.

For the purpose of this policy, incidents and accidents will be referred to as “incident” for ease of reading.

Procedures

All incidents (not just reportable incidents) must be recorded using the hard copy - “*Incident Report Form*” and electronically recorded in CPEC’s CRM Lumary, and actions taken to respond to them in an approach to prevent such incidents from happening in the future.

The utilisation of the electronic form automatically alerts the management team of an incident immediately it is recorded and ensures that follow up action can be taken. It also means that the incident is registered for the participant’s file and all of the action taken.

Refer also:

- Mandatory Reporting on Page 6 - if the incident relates to suspected abuse
- Feedback and Complaints Management Policy – All aspects raised through this process will be placed on the Quality Improvement Plan Register

Identifying Incidents

While some incidents are obvious (e.g. a participant fall) it is important to understand that not all incidents may be so readily identified. Section 3.1 of the [NDIS Commission Incident Management Systems: Detailed Guidance for Registered NDIS Providers June 2019](#) provides guidance to staff to consider potential indicators and signs associated with particular types of incidents. While it is acknowledged that this is not an exhaustive list, staff will be educated to assist them with better identifying incidents or potential incidents. Refer to Attachment E Indicators of Incidents.

For All Incidents

- The CEO and General Manager are to be notified of all incidents.
- An Incident Report form is to be completed within 48 hours of the incident. The report must include all necessary factual details, immediate actions that have been taken, any identified or planned follow-up actions and any reports made to other bodies.
- The incident is recorded in CPEC’s CRM – Lumary Incidents Register by the Therapist or senior allocated staff member.
- Actions are to include as a minimum:
 - Providing support to the affected person/s;
 - Consideration by the CEO if the incident is reportable and if police or other agencies should be involved, and actions then taken as appropriate;
 - When, how and with whom follow-up will occur;
 - Risk assessment of the incident, including seeking feedback from involved parties e.g. Participant, family, workers, carers and witnesses;
 - Keep the participant/family informed of the progress, outcome and any follow-up of incident/s;

- If appropriate, identify an advocate or support person, help the participant/family to contact them and keep them informed throughout the process;
- Involve the participant/family in the process of reviewing or investigating the incident, including the opportunity to provide their account of what happened, with communication support if required;
- Ensure the participant/family has the opportunity to provide feedback on the response to the incident;
- Evaluation/review at the conclusion of the incident to ensure involved parties are satisfied with the outcome;
- Consideration of what people/process/policy changes could be made to improve CPEC's systems (refer to "Outcomes" on Page 5 below).

Reportable incidents

As a general rule, a serious incident is one that requires medical attention or a police investigation.

- Examples of reportable incidents involving CPEC include:
 - all WorkCover incidents;
 - impact by equipment;
 - fire on CPEC grounds, bush or grass fire;
 - incidents of death or serious injury (injury requiring medical attention);
 - incidents resulting in closure or significant damage to parts of a building or its contents and/or a threat to health and safety;
 - outbreak or incidence of disease;
 - presence of toxic fumes or explosive conditions;
 - finding hazardous material on CPEC site including explosives, fog signals, detonators, gun powder, cords and fuses, blasting cartridges, incendiary devices, marine distress signals, propellant powders etc;
 - fumes, spill, leak or contamination by hazardous material;
 - criminal activity such as suspicious person/s and/or vehicles, vandalism, burglary, graffiti, theft, fraud, property damage;
 - neighbourhood complaint;
 - missing/disappearance/removal of participant/s;
 - firearms, weapons or bomb threat;
 - serious threats made against a person;
 - siege or hostage situation;
 - need for evacuation or lockdown;
 - unethical staff behaviour particularly if it involves taking advantage of a participant, visitor or another staff member;
 - issues of negligence or legal liability; and
 - near misses: incidents that very nearly lead to injury or death, e.g. hazardous conditions observed/near misses.

Incident Investigations

- If required, a formal incident **investigation** will be conducted (using the *Incident Investigation Form*) to explore in more detail why an incident occurred and if any steps are required to prevent it occurring again.

As a **minimum**, incidents requiring investigation include:

- Any 'NDIS Notifiable' Incident (refer to Appendices A and B for what needs to be reported, to whom and how)
- Any mandatory report made (Refer to Mandatory Reporting on Page 6 below)
- Any incident that could lead to potential litigation.

Note: *If police are involved in the incident, no internal investigation is to commence until the police investigations are complete.*

- The CPEC Board is to be informed as soon as practicable of any incident investigations and their outcomes.

Outcomes

- Outcomes of formal or informal assessments or investigation could include:
 - Further training of staff/others involved;
 - Reviewing and enhancing policies and/or procedures;
 - Changes to the environment and/or delivery mode for support services; and
 - Participant (and family) and Provider agree to accept the risks inherent in support delivery to achieve goals.

CPEC will inform participants/families or their advocate about the outcome of the incident in writing or verbally, depending on the participant/family and the situation. A collaborative practice will be undertaken to ensure that the participant/family and their advocate are involved in the management and resolution of the incident. The information gained from incidents will be incorporated into CPEC's Continuous Improvement Plan to enable prevention of similar incidents in the future.

Follow-Up / Review

- Actions will be monitored by the CEO or designated staff member and updates on progress will be added to the incident register until the incident is satisfactorily concluded.
- Incident reports and all related documents are to be kept for 7-years. This includes the minimum record keeping requirements specified in the National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018.

When a Participant Incident / Injury Occurs

- Respond to immediate needs and re-establish a safe environment. Make sure participant/family, worker and any others present are safe.

- If required, call emergency services on 000 to assist, seek medical attention and commence first aid.
- Contact the appropriate emergency contact or 'significant other' e.g. parent/spouse/son/guardian as soon as practicable.
- Determine what support the participant and/or their family require and how this can be best delivered. This is to include asking them if they want the support of an advocate.
- Consult with the participant and/or their family on how to satisfactorily resolve the issue and what could have been done to prevent it occurring.
- Keep the participant/family informed of progress on the incident.
- If a participant/family is involved and receives funding from a government body (e.g. NDIS), the CEO will review the requirements and complete the required reporting i.e. Notifiable Incidents (refer to Appendices A).
- If the incident could lead to any potential litigation, CPEC's professional liability insurer must be informed.

Mandatory Reporting of Suspected Incidents of Risk of Harm to Participant Policy

CPEC will promote the health, safety, welfare and well-being of its participants/families and meet its professional and legal responsibilities by ensuring any suspected abuse is appropriately assessed and considered against set guidelines and reported as required.

Outcome

- CPEC fulfils its statutory obligations under the relevant Victorian legislation;
- CPEC will feel assured participants identified as "at risk" will receive assistance through the authorities responsible; and
- CPEC's staff will feel supported by management through the mandatory reporting process.

Procedures

For all suspected incidents of risk of harm the following steps are to be taken. Any specific requirements for children, adults or aged participants are listed below these, as are the documentation requirements.

Staff member who suspects a person (child, adult, aged person) may be at significant risk of harm is to determine if a report may have been made by other members of the support team e.g. his/her Case Manager, NDIS Support Coordinator. If written evidence of the report having been made is provided, there is no further requirement for a report to be made.

If no report has been made the following steps are to be followed:

- a. Staff member is to make observations regarding the participant/family to collect as much information as possible about the situation - if safe to do so.
- b. Record information in the participant notes.
- c. As soon as practicably possible, but within at least 24 hours:

- i. Review/assess the situation using the appropriate legislation/guidance material (as per Groups A-C below) and / or seeking assistance from the relevant authority or Victoria Police.
- ii. Complete CPEC's *Incident and Complaint Form*. Where possible, this is to include additional details.
- iii. If a decision is made that mandatory reporting is required, the CEO must be contacted. The CEO will assist with the reporting process.
- iv. If after reference to the relevant guide/policy the matter is considered **urgent** it will be reported to the appropriate service by the required method.
- v. If the risk is considered non-imminent, an online report will be completed.
- vi. CPEC will assist with any investigation or action undertaken by the Department or other authorised bodies as a result of the report.
- vii. CPEC will monitor progress and add actions/development to the completed incident form until the matter is resolved or closed. Reporting and monitoring shall be as per the Incidents and Complaints management system.

CPEC has identified three groups (A-C) where various requirements will need to be met/followed.

Group A Participants being funded by NDIS

NDIS require the following to be reported:

“Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services.

Specific types of reportable incidents include:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability (excluding, in the case of unlawful physical assault, contact with, and impact on, the person that is negligible).
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- The use of a restrictive practice in relation to a person with disability, other than where the use is in accordance with an authorisation (however described) of a State or Territory in relation to the person or a behaviour support plan for the person.”

[NDIS Commission Incident Management Systems: Detailed Guidance for Registered NDIS Providers June 2019, page 4](#)

The procedures for NDIS Incident Management are outlined in Appendix B. If it is a child you also need to report as per Group B below.

Group B All children aged from birth to 18 years regardless of funding source

Specific requirements for children

- I. If there are concerns the child's health or life is at **imminent risk**, contact Victoria **police** by calling **000**. To report concerns about the immediate safety of a child after hours, call the After Hours Child Protection Emergency Service: **13 12 78**.

In other situations, the following steps are to be taken:

- II. Assess the situation using the Victorian guidance on the Department of Health and Human Services webpage to determine whether or not a report to Child Protection is appropriate - <https://services.dhhs.vic.gov.au/reporting-child-abuse>
- III. To make a report to Child Protection contact the intake service covering the local government area where the child normally resides:
Telephone numbers to make a report during business hours (8.45am -5.00pm), Monday to Friday, are listed below.
 - *North Division intake*: 1300 664 977
 - *South Division intake*: 1300 655 795
 - *East Division intake*: 1300 360 391
 - *West Division intake* - metropolitan: 1300 664 977
 - *West Division intake* - rural and regional: 1800 075 599

Refer to the Child Protection contact webpage for details on the local government areas covered by each intake service - <https://services.dhhs.vic.gov.au/child-protection-contacts>

Group C Older participants aged 60 and over

Specific requirements for participants aged over 60

- I. If you witness, are told about or suspect elder abuse is occurring, seek advice from either
 - a. The national 1800 ELDERHelp (1800 353 374) line (freecall). They provide information on how you or the person involved can get help, support and get referrals.
 - b. The identified situation will be assessed using guidance available from Seniors Rights Victoria and further instruction provided regarding managing the situation.
 - c. If the older participant is in immediate physical danger or at risk of significant harm contact emergency services (police and/or ambulance).

Management of Injured Workers

If an employee is harmed while at work it may need to be reported to WorkSafe Victoria. Refer to Appendices C and D for detailed information about what needs to be reported, to whom and how. Managed incidents according to procedure on page 3 outlined above.

Training Staff on Incident Management

All staff will receive initial and refresher training on Incident Management, including mandatory reporting.

Related Documents

- Lumary - Incident Register

- Incident Report Form
- Incident Investigation Form
- Risk Management Policy
- Continuous Improvement Plan
- Feedback and Complaints Management Policy
- NDIS Incident Management and Reportable Incidents Rules 2018
- NDIS Incident Management Systems Detailed Guidance for Registered NDIS Providers June 2019

Appendix A: NDIS Notifiable Incidents

In the box below is an extract from the NDIS Quality and Safeguards Commission. It outlines the incidents that must be reported to the NDIS Commission.

Extracted May 2021

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

“Reportable incidents are serious incidents or alleged incidents which result in harm to an NDIS participant and occur in connection with NDIS supports and services.

For an incident to be reportable, a certain act or event needs to have happened (or be alleged to have happened) **in connection with the provision of supports or services.**

This includes:

- The death of a person with disability.
- Serious injury of a person with disability.
- Abuse or neglect of a person with disability.
- Unlawful sexual or physical contact with, or assault of, a person with disability
- Sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity.
- Use of a restrictive practice in relation to a person with disability where the use is not in accordance with an authorisation (however described) of a state or territory in relation to the person, or if it is used according to that authorisation but not in accordance with a behaviour support plan for the person with disability.

Appendix B: NDIS Processes for Reporting Incidents

In the box below is an extract from the NDIS Quality and Safeguards Commission. It outlines the reporting requirements to the NDIS including **timeframes and required forms**.

Extracted May 2021

<https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents>

When a reportable incident occurs, or is alleged to have occurred in connection with the NDIS supports or services you deliver, you must notify us using the [NDIS Commission Portal](#) within the required timeframes (set out below). The timeframes are calculated from when a registered NDIS provider became aware that the incident occurred, or was alleged to have occurred.

Reportable incident	Required timeframe
death of a person with disability	24 hours
serious injury of a person with disability	24 hours
abuse or neglect of a person with disability	24 hours
unlawful sexual or physical contact with, or assault of, a person with disability	24 hours
sexual misconduct committed against, or in the presence of, a person with disability, including grooming of the person for sexual activity	24 hours
the use of a restrictive practice in relation to a person with disability if the use is not in accordance with a required state or territory authorisation and/or not in accordance with a behaviour support plan.	Five business days

Reporting is required even when you have acted and responded to incidents in accordance with your own incident management system. Failure to report within the statutory timeframes is a contravention of the NDIS Act and could lead to infringement notices or other compliance actions.

STEP 1. Notify the NDIS Commission

- Submit an Immediate Notification Form via the [NDIS Commission Portal](#) **within 24 hours** of key personnel becoming aware of a reportable incident or allegation.
- The Immediate Notification Form includes a number of sections and questions, concerning details of the reportable incident, actions taken in response to the incident and the individuals involved in the incident.
- An exception to this rule is notifying the NDIS Commission of the use of a restrictive practice that is unauthorised or not in accordance with a behaviour support plan. In these instances, the provider must notify the NDIS Commission within five business days of being made aware of the incident. If however, the incident has resulted in harm to a person with disability, it must be reported within 24 hours.

- To notify the NDIS Commission of an incident the authorised 'Notifier' or 'Approver' needs to login to the NDIS Commission Portal and select 'My Reportable Incidents' tile at the top of the screen. From here, you will be able to complete an Immediate Notification Form.
- The NDIS Commission suggests the '**Authorised Reportable Incidents Approver**' is the person you want to have the authority to review and be responsible for submission to the NDIS Commission. This could be the person specified in your incident management system who is responsible for reporting incidents to the NDIS Commission. The authorised 'Approver' will have the ability to submit new Reportable Incidents and view previous Reportable Incidents submitted by their organisation.
- The NDIS Commission suggests the '**Authorised Reportable Incidents Notifier**' is a supporting team member who can assist the 'Authorised Reportable Incidents Approver' to collate and report the required information. The authorised 'Notifier' will have the ability to create new Reportable Incident notifications to be saved as a draft for review and submission by the authorised 'Approver'. The authorised 'Notifier' will need to inform the authorised 'Approver' that the Incident is awaiting their review and submission. The 'Notifier' can also view past Reportable Incidents they have created through the page.

STEP 2: Submit a 5 Day Form

- The 5 Day form must be submitted via the 'My Reportable Incidents' portal **within five business days** of key personnel becoming aware of a reportable Incident. This provides additional information and actions taken by the registered NDIS provider.
- The five-day form is also to be used for incidents involving the unauthorised use of a restrictive practice, other than those resulting in immediate harm of a person with disability.

STEP 3. Submit a final report, if required

- You may be required to provide a **final report**. When this is the case, the NDIS Commission will notify you via email and tell you the date this is due.
- If you are required to submit a final report, you will have access to the final report fields on the NDIS Commission Portal for that incident.

There are key considerations for registered NDIS providers.

In all cases, providers must assess:

- The impact on the NDIS participant.
- Whether the incident could have been prevented.
- How the incident was managed and resolved.
- What, if any, changes will prevent further similar events occurring.
- Whether other persons or bodies need to be notified.

Where appropriate, the NDIS Commission may require a provider to take remedial measures. The NDIS Commission may work with the provider to implement these measures, and monitor progress. Remedial measures may include, but are not limited to, additional staff training and development or improved services to support NDIS participants and updating policies and procedures. For further information including hints and tips, please refer to the [Reportable Incidents Frequently Asked Questions](#).

Appendix C: WorkSafe Victoria Reportable Incidents

In the box below is an extract from WorkSafe Victoria. It outlines the incidents that must be reported to the WorkSafe Victoria.

Extracted May 2021

<https://www.worksafe.vic.gov.au/report-incident-criteria-reportable-incidents>

An obligation to notify

Under the Occupational Health and Safety Act 2004 (OHS Act), employers and self-employed persons must notify WorkSafe immediately after becoming aware an incident has occurred. Failure to report an incident to WorkSafe is an offence and may result in prosecution.

You must report incidents resulting in:

- death
- a person needing medical treatment within 48 hours of being exposed to a substance
- a person needing immediate treatment as an in-patient at a hospital
- a person needing immediate medical treatment for one of the following injuries: amputation, serious head injury or serious eye injury, removal of skin (example: de-gloving/ scalping) electric shock, spinal injury, loss of a bodily function, serious lacerations (example: requiring stitching or other medical treatment).

You must report the following incidents if they expose a person in the immediate vicinity to an immediate risk to the person's health and safety:

- registered or licensed plant collapsing, overturning, falling or malfunctioning
- collapse or failure of an excavation, or shoring supporting an excavation
- collapse of a building structure (or partial collapse)
- implosion, explosion, or fire
- escape, spillage or leakage of any substance
- plant or objects falling from high places

COVID-19 incidents

From 28 July 2020, employers are required to notify WorkSafe immediately on becoming aware that an employee or an independent contractor or a contractor's employee has received a confirmed COVID-19 diagnosis and has attended the workplace during the infectious period.

Self-employed persons are also required to directly inform WorkSafe immediately on receiving a confirmed COVID-19 diagnosis if they have attended the workplace during the infectious period.

The infectious period begins on the date 14 days prior to the onset of symptoms or a confirmed COVID-19 diagnosis (whichever comes first), until the day on which the person receives a clearance from isolation from the Department of Health and Human Services.

Dangerous goods incidents

All incidents involving dangerous goods must be reported, including:

- fire
- explosion
- spills
- leakage
- escape

Explosive incidents

All incidents involving explosives must be reported, including:

- all injuries
- damage to property
- fire
- explosion

Appendix D: WorkSafe Victoria Processes for Reporting Incidents

In the box below is an extract from WorkSafe Victoria. It outlines the reporting requirements to WorkSafe Victoria including **timeframes and required forms**.

Extracted May 2021

<https://www.worksafe.vic.gov.au/report-incident>

“Reporting an incident

1. If the situation is still dangerous or high-risk, call emergency services immediately on 000

2. Confirm if the incident is notifiable

Find out what type of incidents must be notified – Refer to Appendix C for further details.

3. Ensure the incident scene is not disturbed until a WorkSafe inspector arrives

However, incident scenes can be disturbed if necessary to:

1. protect a person's health or safety
2. help someone who is injured
3. make the area safe (for example, if a person with a confirmed diagnosis of coronavirus (COVID-19) has attended the workplace during the infectious period, it is essential the site is cleaned and disinfected, in order to prevent further transmission of the virus)

4. Notify WorkSafe immediately by calling 13 23 60

We'll lodge details of the incident and email you a link to an online incident notification form. WorkSafe will then advise if an inspector will make a site visit and whether the incident scene can be disturbed before the inspector's attendance.

5. Report the incident in writing within 48 hours

Once you have completed and submitted the online incident notification form, you will receive a confirmation email with a copy of your records.

6. Having trouble completing the online form?

If you are having trouble completing the online incident notification form, download a print copy of the incident notification form, and email the completed form to: info@worksafe.vic.gov.au or post to:

WorkSafe Victoria
PO BOX 279
Geelong VIC 3220.

7. Save a copy of the incident notification form

You are required to keep a record of the form for at least five years.”

Appendix E: Indicators of Incidents

This table sets out the potential indicators and signs associated with particular types of incident. It is important to note that these are only examples and not an exhaustive list. Extract from the NDIS Commission Incident Management Systems Table 3 from the detailed Guidance for registered Providers June 2019.

Incident types	Behavioural indicators and physical signs
Physical abuse, unlawful physical contact or physical assault	• Inconsistent, vague, unexpected or unlikely explanation for the injury.
	• Unexplained injuries – broken bones, fractures, sprains, bruises, burns, scalds, bite marks, scratches or welts.
	• Other bruising and marks that may suggest the shape of the object that caused it.
	• Avoiding or being fearful of a particular person or worker.
	• Being overly compliant with workers.
	• Frequent and overall drowsiness (associated with head injuries).
Sexual contact, sexual assault or sexual misconduct	• Out of character aggression.
	• Dropping hints that appear to be about abuse.
	• Bruises, pain, bleeding – including redness and swelling around breasts and genitals
	• Torn, stained, or bloody underwear or bedding.
	• Repeating a word or sign, such as ‘bad’, ‘dirty’.
	• Presence of a sexually transmitted disease.
	• Pregnancy.
	• Sudden changes in behaviour or character, e.g.: depression, anxiety attacks (crying, sweating, trembling, withdrawal, agitations, anger, violence, absconding, sexually expressive behaviour, seeking comfort and security).
Psychological, emotional or verbal abuse	• Sleep disturbances, refusing to go to bed, and/or going to bed fully clothed.
	• Refusing to shower.
	• Depression, withdrawal, crying or emotional behaviour
	• Being secretive, and trying to hide information and personal belongings.
	• Speech disorders.
	• Weight gain or loss.
	• Feelings of worthlessness about life and themselves; extremely low self esteem, self-abuse, or self-destructive behaviour.
Domestic violence	• Extreme attention-seeking behaviour and other behavioural disorders (e.g.: disruptiveness, aggressiveness, bullying).
	• Being overly compliant.
	• Depression, withdrawal, crying or violence.
	• Feelings of worthlessness about life and themselves; extremely low self esteem, self-abuse, or self-destructive behaviour.
Neglect	• Extreme attention-seeking behaviour and other behavioural disorders (e.g.: disruptiveness, aggressiveness, bullying).
	• Being overly compliant.
	• Inappropriate or inadequate shelter or accommodation, including unclean and unsanitary living conditions.
	• Weight loss.
	• Requesting, begging, scavenging, or stealing food.

	<ul style="list-style-type: none"> • Being very hungry or thirsty. • Inadequate supply of fresh food. • Constant fatigue, listlessness or falling asleep. • Dropping hints that appear to be about neglect. • Extreme longing for company. • Poor hygiene or poor grooming – overgrown fingernails and toenails, unclean hair, unshaven, unbathed, wearing dirty or damaged clothing. • Inappropriate or inadequate clothing for the weather. • Unattended physical problems, dental, and/or medical needs. • Social isolation. • Loss of social and communication skills. • Removal of means of communication. • Displaying inappropriate or excessive self-comforting behaviours.
Financial abuse	<ul style="list-style-type: none"> • Sudden decrease in bank balances. • No financial records or incomplete records of payments and purchases. • Person controlling the finances does not have legal authority. • Sudden changes in banking practices. • Sudden changes in wills or other financial documents. • Unexplained disappearance of money or valuables. • Person does not have enough money to meet their budget. • Person is denied outings and activities due to lack of funds. • Borrowing, begging, stealing money or food.