ALOR GROUP

Safeguarding Children & Vulnerable People Policy

Supporting safe, respectful care through clear expectations, responsible recruitment and prompt action on concerns.

Protecting dignity.
Promoting safety.
Responding to concerns.

Alor

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PURPOSE & SCOPE

Alor Group is committed to protecting the safety, dignity, rights and wellbeing of people who receive care from healthcare professionals engaged through our workforce services. This policy establishes our safeguarding expectations, defines responsibilities and outlines how concerns are reported, assessed and managed. It applies to Alor Group employees involved in recruitment and workforce management, and temporary healthcare professionals supplied or employed by Alor Group. Our screening and candidate assessment principles also inform permanent recruitment services. Following a permanent appointment, the employing organisation assumes responsibility for ongoing employment, supervision and workplace safeguarding arrangements. Alor Group remains responsible for its own recruitment activities and for appropriately responding to information it receives.

OUR SAFEGUARDING COMMITMENT

Alor Group does not tolerate abuse, neglect, exploitation or the misuse of professional relationships. We support safeguarding through appropriate recruitment, screening, credentialing, workforce oversight and collaboration with healthcare organisations. Our approach prioritises:

- The safety, dignity and rights of people receiving care.
- Respectful and culturally responsive professional practice.
- Clear responsibilities and professional boundaries.
- Accessible reporting channels.
- Prompt assessment and appropriate protective action.
- Fair, confidential and properly documented responses.
- Continuous improvement informed by feedback and identified risks.

Concerns are taken seriously whether they arise from a disclosure, observation, complaint, allegation or pattern of behaviour.

RESPECTFUL & CULTURALLY SAFE PRACTICE

We expect healthcare professionals to respect each person's identity, culture, beliefs, preferences and communication needs. This includes supporting culturally safe care for Aboriginal and Torres Strait Islander peoples and responding appropriately to the needs of culturally and linguistically diverse communities. Healthcare professionals must:

- Communicate respectfully and in ways the person can understand.
- Listen to concerns and take disclosures seriously.
- Support participation in decisions appropriate to the person's age, understanding and circumstances.
- Respect privacy, dignity and applicable consent requirements.
- Seek appropriate communication assistance where needed.
- Avoid discriminatory assumptions or behaviour.

Children and young people should be supported to express their views and raise concerns. Family members, carers, advocates or support people should be involved where appropriate and safe.

PROFESSIONAL BOUNDARIES & EXPECTED CONDUCT

Healthcare professionals must maintain appropriate boundaries and use their professional position responsibly. Unacceptable conduct includes:

- Physical abuse or unjustified use of force.
- Sexual abuse, exploitation, harassment or grooming.
- Emotional abuse, intimidation, humiliation or threats.
- Neglect or deliberate withholding of necessary care.
- Financial exploitation, theft or misuse of a person's property.
- Discrimination or degrading treatment.
- Inappropriate personal, sexual or financial relationships.
- Unauthorised photography, recording or sharing of personal information.
- Inappropriate contact through personal messaging or social media.

- Concealing concerns or discouraging someone from reporting harm.

Healthcare professionals must follow applicable requirements for personal care, consent, supervision and restrictive practices. They must raise concerns where instructions or practices may place a person at risk.

RECRUITMENT, SCREENING & CLEARANCES

Our recruitment and credentialing processes support the assessment of suitability for roles involving children and people at increased risk of harm. Depending on the position and service setting, this includes:

- Identity and working rights verification.
- Professional registration and qualification checks.
- Employment history review.
- Professional references.
- National Police Checks.
- Working with Children Checks and other role-specific clearances.
- Review of relevant experience and professional conduct.
- Required safeguarding training and acknowledgements.

Screening requirements are determined by the role, jurisdiction, client requirements and applicable obligations. A screening clearance forms one part of the suitability assessment. It does not replace professional supervision, ongoing monitoring or the need to respond to concerns.

GOVERNANCE ROLES & RESPONSIBILITIES

Effective safeguarding requires clear accountability between Alor Group, healthcare organisations and healthcare professionals. Each party has distinct responsibilities for preventing harm, recognising concerns and taking timely action to protect people's safety and wellbeing.

Alor Group

Alor Group is responsible for implementing safeguarding expectations within its recruitment, employment and workforce management activities. Our responsibilities include:

- Assessing required credentials and screening evidence.
- Communicating safeguarding and professional conduct expectations.
- Receiving, assessing and escalating concerns.
- Managing related employment and placement matters.
- Implementing appropriate workforce risk controls.
- Cooperating with healthcare organisations and relevant authorities.
- Maintaining appropriate records.
- Reviewing incidents and findings to improve workforce practices.

Alor Group management oversees the response to safeguarding concerns involving its personnel or temporary workforce.

Healthcare Organisations

Healthcare organisations retain responsibility for safeguarding within the services they operate. This includes local policies, induction, clinical supervision, safe allocation of duties, immediate protective actions and management of incidents within their service. Healthcare organisations are expected to promptly notify Alor Group of safeguarding concerns involving an Alor Group worker and cooperate in managing associated workforce risks.

Healthcare Professionals

Healthcare professionals are responsible for maintaining appropriate conduct, recognising concerns and taking action within their role to support safety. They must follow relevant safeguarding procedures, meet their individual reporting obligations and cooperate with authorised investigations. Shared arrangements do not remove the separate responsibilities of any party.

RECOGNISING & REPORTING CONCERNS

A safeguarding concern may relate to actual harm, suspected harm, a disclosure, inappropriate behaviour or circumstances that create a risk of harm. Workers must not wait for proof before raising a concern through the appropriate reporting process. Where there is immediate danger or urgent medical need, seek emergency assistance and follow the healthcare organisation's emergency procedures. Call 000 where emergency services are required. Healthcare professionals must promptly:

- Notify the client's designated supervisor or safeguarding contact.
- Notify Alor Group.
- Complete required factual documentation.
- Make any external report required by their individual obligations.

Where the usual supervisor is implicated, concerns should be escalated to an alternative appropriate manager or reporting authority. Internal reporting does not replace an obligation to notify police, a child protection authority, a professional regulator or another relevant body.

REPORTING CHANNELS

Patients, families, carers, healthcare professionals, clients and members of the public may raise a safeguarding concern involving Alor Group personnel or a healthcare professional supplied by Alor Group. Concerns can be raised through governance@alorgroup.com.au. If the concern involves the usual contact person, it should be directed to an alternative senior manager or the Director. People may request assistance from a support person, advocate or interpreter when raising a concern. Anonymous concerns will be considered, although limited information may affect our ability to investigate or provide an update. These channels do not replace emergency services or statutory reporting channels.

RESPONDING TO DISCLOSURES

When a person discloses possible abuse, neglect or exploitation, healthcare professionals must respond calmly and respectfully. They should:

- Listen without judgement.
- Take the disclosure seriously.
- Avoid leading questions or repeated questioning.
- Explain that information may need to be shared to support safety.
- Avoid promising secrecy or a particular outcome.
- Record the person's words as accurately as possible.
- Escalate the concern promptly through the appropriate channels.

Workers must not independently investigate, confront an alleged perpetrator or take action that could increase risk or interfere with an authorised investigation.

ASSESSMENT & PROTECTIVE ACTION

When Alor Group receives a safeguarding concern, we will assess the information available and prioritise immediate safety and appropriate escalation. Depending on the circumstances, our response may include:

- Confirming whether urgent protective action is required.
- Coordinating with the healthcare organisation.
- Identifying applicable external notification requirements.
- Preserving relevant records and information.
- Restricting assignments or temporarily standing down a worker.
- Supporting affected individuals to access appropriate assistance.
- Investigating employment-related matters or participating in an authorised investigation.

- Implementing corrective actions and reviewing ongoing placement suitability.

Interim measures are taken to manage risk and do not, by themselves, determine the outcome of an allegation. Our processes will support fair treatment while protecting affected people and avoiding interference with police, regulatory or statutory investigations.

EXTERNAL REPORTING OBLIGATIONS

Safeguarding and mandatory reporting requirements vary according to jurisdiction, profession, service setting and the circumstances of the concern. Alor Group and its healthcare professionals must identify and meet the obligations applicable to their respective roles. Depending on the circumstances, notifications may be required to police, child protection authorities, professional regulators or other relevant oversight bodies. Where aged care, disability services or reportable conduct requirements apply, the responsible parties must follow the relevant reporting arrangements and timeframes. Seeking advice or completing an internal review must not delay a report required within a statutory timeframe.

CONFIDENTIALITY

Safeguarding information will be handled sensitively and shared only where authorised, necessary for an appropriate response and lawful, or otherwise required or permitted by law. Absolute confidentiality cannot be promised where information must be disclosed to protect a person or meet a reporting obligation. Records must clearly distinguish direct observations, disclosures, allegations and assessment findings. Access to records will be restricted to authorised personnel and managed in accordance with applicable privacy, records management and contractual requirements.

TRAINING & AWARENESS

Relevant Alor Group personnel and temporary healthcare professionals will receive safeguarding information appropriate to their responsibilities. This includes recognising concerns, maintaining professional boundaries, understanding reporting pathways and completing required acknowledgements or training. Healthcare professionals must also complete applicable client-specific safeguarding induction and training.

CHANGES TO THIS POLICY

This policy will be reviewed at least annually, or earlier following changes to applicable requirements, significant incidents, audit findings or identified safeguarding risks. Lessons from concerns, feedback and investigations will inform improvements to recruitment, training and workforce governance processes. This policy should be read alongside Alor Group's Clinical Workforce Governance Framework, Credentialing & Screening Framework, Code of Conduct, Privacy Policy and relevant incident and complaints procedures.

Effective date: 1 July 2026
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