

# Individual Values and Beliefs Policy and Procedure

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## PURPOSE

People with disabilities have the same right as other members of Australian society to realise their full potential. Each individual should be supported to participate in and contribute to aspects of their chosen social and economic life.

We support the inclusion of and access for people with disabilities to mainstream and community-based activities and other government initiatives (National Disability Strategy 2010-2020).

To inform the community of All About Care Australia (AACCA)'s individualised service provision capacity, including the priority of access process and eligibility criteria requirements, we will encourage and manage requests for service from potential participants and referrals to and from other agencies.

AACCA commits to an individual's cultural diversity and supports each participant by respecting their culture, values and beliefs. We will align our cultural diversity practices to recognise and value the multicultural nature of Australian society. We will provide specific acknowledgement and support to the customs of Australian Indigenous people.

## SCOPE

This policy focuses on the individual needs of each participant and promotes their inclusion in community groups of their choosing. Freedom from discrimination belongs to all people, irrespective of their sexual orientation, gender identity, disability, race, sex, cultural and linguistic diversity, age and stage of development, and this is promoted for each individual.

This policy applies to AACCA's staff, volunteers and management engaged in working with participants.

## POLICY

AACCA will deliver flexible services that are designed to meet the individual needs of diverse people.

We will actively provide a work environment that supports, values and encourages cultural diversity by training our staff to develop their cultural understanding in general and respond to participants' specific cultural needs.

AACCA will identify any real or potential barriers for each participant to access our services.

Our strategies to ensure equity for all participants include:

- treating all people equally according to their human rights
- ensuring the inclusion of all people regardless of their background, ethnicity, culture, language, beliefs, gender, age, sexual orientation, socioeconomic status, level of ability, additional needs, family structure or lifestyle
- promoting inclusive practices and ensuring the successful engagement of participants in the community to enable them to reach their individual goals and aspirations.

AACCA will collaborate with each participant to identify their cultural support needs, values and beliefs as they impact their support needs. AACCA acknowledges the participant's right to practice their culture, values and beliefs. AACCA support staff will work with the participant to ascertain how and when they wish to participate in any religious or cultural practices as part of their support plan. Staff and volunteers must respond sensitively to the participant's requirements.

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AACA recognises, respects, promotes and celebrates the value of cultural diversity. Our staff and volunteers will adopt and implement inclusive and culturally diverse policies and strategies.

AACA is committed to social inclusion and community participation for all individual participants in how it supports its participants. Our staff will partner with the community, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse groups, people with different sexual orientations and those with disabilities.

To improve and support the individual needs of people with disabilities, their families and advocates, we will facilitate links with other service systems. We will:

- consult with our participants to facilitate the provision of fair, equitable and transparent services
- work with services in the community to link our participants with relevant and meaningful community contacts and networks to promote the development of each participant's personal goals and aspirations, in line with their support plan
- actively encourage and support our participants to maintain personal networks, community connections and participation in their community

AACA will gather information about participants' cultural beliefs, values and diversity. Participants' decisions and choices regarding their beliefs and cultural practices are supported and recorded in their support plan.

AACA's commitment is to make sure people with disabilities are connected to their communities by:

- providing information on mainstream services and community activities which will benefit people with disabilities, as well as their families and advocates
- contributing to relevant links and networks within the community
- encouraging participation and inclusion of people with disabilities by working in partnership with community organisations

AACA is committed to identifying and liaising with other stakeholders. Stakeholder identification and contact depend on the participant and may include local community support organisations, job networks, training organisations and accommodation services.

## PROCEDURE

AACA will ensure that all participants are treated fairly and non-discriminately. This intent incorporates both intake and service delivery processes. Information provided will be in a format best suited to the individual, including Easy Read documents or the use of an interpreter, as required.

AACA will support the participant to access supports linked to their culture, diversity, values and beliefs aligned to the types of services provided by AACA.

The type of support and responses will be determined through consultation with the participant and reflected in their NDIS plan.

To assist the participant in making choices about their level of participation in their relevant supports, our staff may (as they pertain to the services being provided by AACA):

- prioritise contacts that the participant has chosen as reasonable
- contact local communities, e.g. cultural, religious, sexual orientation groups or spiritual groups, including Aboriginal and Torres Strait Islander communities
- contact government agencies to organise support for individual participants
- advocate with community members and groups to provide input into the service

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- contact advocates to assist with the development of community support plans for the participants
- support the rights of the participant to seek contact with those in the community relevant to their wishes, goals and aspirations. The participant will be encouraged to join relevant community networks as appropriate
- support the participant's preferences to participate actively in their community

AACA will make relevant contacts for the participant to assist in initial involvement with their selected group or activity.

AACA will work with Aboriginal and Torres Strait Islander people and culturally diverse groups to actively engage with their communities. Support provided by their community is incorporated within the participant's support plan. This support will be assessed, monitored and reviewed to ensure that the goals and aspirations of participants are met using the relevant community supports as it relates to the services being provided.

AACA will work with the community to actively encourage the participant to participate in various activities of their choice in the community as it relates to the services being provided.

AACA is committed to building relationships with and between key stakeholders, including governments, other relevant organisations and communities, to obtain the best result for their participants.

AACA will ensure that their services are tailored to flexibly meet their participant's needs, acknowledging that each person's needs differ.

AACA will undertake cultural competency training for staff to increase knowledge and build strategies on how to work inclusively.

To summarise, AACA promotes inclusion through the following methods:

- working closely with a network of health and allied health professionals to be able to support the holistic needs of our participants
- building effective partnerships with the participants and their families, advocates and support people to discuss and foster shared priorities and understand the participant's individual needs and goals
- focusing efforts on building social inclusion, citizenship and participation opportunities within the range of services provided
- providing information and access to community events and other relevant networks that meet participants' needs and identified goals
- working within a participant's networks and supports, within the home and community to allow AACA to assist the participant foster relationships and increasing participation in familiar surroundings
- operating in a manner that ensures all eligible participants can access our services within AACA's resource capacity

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## RELEVANT LEGISLATION AND POLICIES

- Information Release Form
- Support Plan

## REFERENCES

- Disability Discrimination Action 1992 (Commonwealth)
- National Disability Strategy 2010 - 2020
- NDIS Practice Standards and Quality Indicators 2018
- NDIS Information, Linkages and Capacity Building Program Guidelines
- Privacy Act (1988)
- United Nations Convention on the Rights of People with Disabilities
- Work Health and Safety Act 2011