

7. 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. They should be supported to participate in and contribute to social and economic life.

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

Australian Quality Care commits to cultural diversity and to support our participants by respecting their culture, values and beliefs. We will recognise and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of Australian Indigenous people.

Scope

This policy focuses on inclusiveness of all community groups and freedom from discrimination that belongs to all people, irrespective of their sexual orientation, gender identity, disability, race, sex, cultural and linguistic diversity, age, and stage of development.

This policy applies to Australian Quality Care's Staff and management engaged in working with participants.

Policy

Australian Quality Care will deliver flexible services that are designed to meet the needs of diverse peoples. We will actively provide a work environment that supports, values and encourages cultural diversity by training our Staff to develop their cultural understandings.

Australian Quality Care will identify any real or potential barriers for the participant to access our services.

Our strategies to ensure equity for all peoples may include:

- Treating all people equally according to their human rights
- Ensuring 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 involvement of participants in the community to enable them to reach their goals and aspirations.

Australian Quality Care will collaborate with the participant to identify their culture, diversity, values, and beliefs. Australian Quality Care acknowledges the participant's right to practice their cultures, values, and beliefs. Australian Quality Care will work with the participant to ascertain how and when they wish to participate in any religious or cultural practices. The team must respond sensitively to the participant's requirements and work with the participant to access their required supports.

Australian Quality Care recognises, respects, promotes and celebrates the value of cultural diversity.

Where required, our team will adopt and implement inclusive and culturally diverse policies and strategies.

Australian Quality Care is committed to social inclusion and community participation, in both the delivery and expansion of services, for disadvantaged participants.

To improve and support the varying needs of people with disabilities, their families, and advocates, we will access links between 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 ensure our participants are provided with relevant contacts to other services and community networks to enable the development of their personal goals, outcomes and aspirations, in line with their support plan
- Actively encourage and support our participants to maintain personal networks, community connections and participate in their community
- Use networks and community engagement feedback to inform management processes.

Australian Quality Care 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.

Australian Quality Care is committed to making 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.

Australian Quality Care is committed to identifying and liaising with other stakeholders. Stakeholder identification and contact are dependent on the participant and may include local community support organisations, job networks, training organisations and housing agencies.

Australian Quality Care will uphold and promote the legal and human rights of all people and abide by the United Nations Convention on the Rights of People with Disabilities.

Australian Quality Care will treat all people with courtesy, dignity and will recognise their human rights to self-determination and privacy.

Procedure

Australian Quality Care will ensure that all participants are treated fairly and in a non-discriminatory manner. This intent incorporates both intake and service delivery processes. Information provided will be available in an Easy Read format, but we will arrange relevant support in the form of home language, or an interpreter, as required. If a participant has a barrier of not being able to read or understand information, then a support person will be provided to assist the participant in understanding what is said to them.

Australian Quality Care will support the participant to access supports linked to their culture, diversity, values and beliefs. The type of support and responses will be determined through consultation with the participant and will follow the choices made by the participant. To assist the participant in making choices about their level of participation in their relevant supports, our team may:

- Pursue contacts that have been chosen by the participant
- Contact local communities, e.g. Cultural, religious, sexual orientation groups or spiritual groups including Aboriginal and Torres Strait Islander communities where relevant
- Contact government agencies to seek support for individual participants
- Source community members and groups to provide input into the service
- Work with 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 with related community links, as required
- Follow the participant's aspirations and needs to participate in the community actively.

Australian Quality Care will work with Aboriginal and Torres Strait Islander people and culturally diverse groups to actively engage with their communities. Support provided from their community is incorporated within the support plan of the participant. This support will be assessed, monitored, and reviewed to ensure that goals and aspirations of participants are met using the relevant community supports.

Australian Quality Care will provide services that meet the aspirations and goals of the participant for inclusion in the community.

Australian Quality Care will work with the community to actively encourage the participant to participate in various activities, including employment, education, sporting activities, cultural events, and any relevant activities.

Australian Quality Care is committed to building relationships with and between key stakeholders, including governments, organisations, and communities to obtain the best result for their participants.

Australian Quality Care will ensure that their services are tailored to meet their participant's needs flexibly, acknowledging that each person's needs are different.

Australian Quality Care will place a high priority on providing early intervention and prevention in each participant's case. By understanding the root causes of any issues and intervening early, problems can be effectively managed.

Australian Quality Care will undertake cultural competency training for Staff as required to increase knowledge and build strategies on how to work inclusively.

Australian Quality Care promotes inclusion by:

- 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 and participation opportunities within the range of services provided
- Providing information on community events and other relevant networks that meet participants' needs and identified goals
- Working within a participant's networks and supports, e.g. Childcare, kindergarten, school or home environments to allow Australian Quality Care to assist the participant foster relationships and increase participation in familiar surroundings
- Instigating a community linkage policy outlining how Australian Quality Care will work with other communities for the betterment of their participants
- Operating in a manner that ensures all people can access our services.

Related documents

- Community Linkage Policy
- Participant Intake Form
- Support Care Plan

References

- [Disability Discrimination Action 1992](#)
- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [Privacy Act \(1988\)](#)
- [United Nations Convention on the Rights of People with Disabilities](#)
- [Work Health and Safety Act 2011 \(QLD\)](#)