



## Rights Policy

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<b>Date</b>	July 2017	<b>Written by</b>	K. Hedley
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## Purpose

To outline our policy to promote individual rights to freedom of expression, self-determination and decision-making and to actively prevent abuse, harm, neglect and violence.

## Scope

Relevant to all IntroConnect Stakeholders including but not limited to:

Clients      Carers      Management      Staff      Contractors

## Policy

IntroConnect recognises people's inherent right to freedom of expression and the right to make decisions about and exercise control over their own lives. We will reinforce the fundamental right of people with disability to have respect and dignity. This includes the dignity of risk - the right to choose to take some risks in life.

IntroConnect will promote ethical, respectful and safe service delivery to achieve positive outcomes for people with disability.

IntroConnect will provide services in a way that will empower people with disabilities to make informed decisions with choice; to have their privacy respected and to ensure freedom from discrimination, abuse, neglect and violence.

# Policy in Action

IntroConnect respects each individuals legal & human rights including:

- Human dignity and worth;
  - freedom of expression;
  - social and cultural inclusion;
  - self-determination;
  - choice and control;
  - confidentiality and privacy;
  - freedom from discrimination, exploitation, abuse, harm, neglect and violence;
  - the role of families, friends, carers and advocates in the safeguarding of rights;
  - and comprehensive systems to prevent or promptly respond to any breaches of rights.
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- IntroConnect, its management and staff will treat individuals with dignity and respect. **How?**
  - IntroConnect will support active decision-making and individual choice. This includes providing information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities. We also respect that along with client choice comes dignity of risk - the right to choose to take some risks in life.
  - IntroConnect will support strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review.
  - IntroConnect has **measures** in place to safeguard individuals from discrimination, exploitation, abuse, harm, neglect and violence.
    - All management, staff and potential employees are screened in accordance with our HR policy and information is recorded in the HR register.
    - Clients, their families and carers are informed how they can check the WWCC status of the business partners of IntroConnect.
    - Staff are engaged in the performance management and professional development system outlined in the Human Resources Management Policy.
    - Stakeholders and clients are encouraged & supported to report any concerns as per the Feedback and Complaints Policy.
  - IntroConnect will address any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
    - In accordance with our feedback & complaints policy or continuous improvement
    - Management and staff are mandatory reporters for children & young people at risk of harm.
  - IntroConnect will support individuals with information and, if needed, access to advocacy and/or legal advice.
  - IntroConnect understands and recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
  - IntroConnect will keep personal information confidential and private.

- *Develop a Code of Conduct for partners (& future employees) of what respectful behaviour etc looks like.*
- IntroConnect will support the cultural and linguistic needs of individuals.
- IntroConnect supports each individual's right to request assistance in understanding their rights and acting on any concerns they may have.
- IntroConnect recognises that children and young people with disabilities have the same rights and freedoms as all other children and young people. We will take each individual child's best interests into account when providing services.

Issues in this Policy to strengthen

- **Include ways of responding to the cultural & linguistic needs of individuals.**
- **That clients are aware that they can request assistance.**
- **Check relevant legislation - list now included below - check if all relevant to this policy or is some just for the Client Safety policy??**

## Resources

### National Standards for Disability Services

- Australian Human Rights Commission [www.humanrights.gov.au](http://www.humanrights.gov.au)
- Intellectual Disability Rights Service [www.idrs.org.au](http://www.idrs.org.au)
- Legal Aid [www.legalaid.nsw.gov.au](http://www.legalaid.nsw.gov.au)
- Anti-Discrimination Board [www.antidiscrimination.justice.nsw.gov.au](http://www.antidiscrimination.justice.nsw.gov.au)
- Guardianship Division [www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)
- NSW Trustee and Guardian [www.tag.nsw.gov.au](http://www.tag.nsw.gov.au)
- Information and Privacy Commission [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Information on the Convention on the Rights of Persons with Disabilities refer to

[www.un.org/disabilities/convention/conventionfull](http://www.un.org/disabilities/convention/conventionfull)

Information on nutritional and behaviour management practices - Behaviour Support Policy 2009 and Nutrition and Swallowing Policy and Procedures 2010 and advocacy, abuse and neglect refer to

<http://www.adhc.nsw.gov.au>

## Related Legislation

- Age Discrimination Act 2004 (Commonwealth)
- Anti-Discrimination Act 1977 (NSW)
- Australian Human Rights Commission Act 1986 (Commonwealth)

- Carers (Recognition) Act 2010 (NSW)
- Community Services (Complaints, Reviews and Monitoring) Act 1993 (NSW)
- Crimes Act 1900 (NSW)
- Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014
- Disability Discrimination Act 1992 (Commonwealth)
- Equal Opportunity for Women in the Workplace Act 1999 (Commonwealth)
- Guardianship Act 1987 (NSW)
- Health Records and Information Privacy Act 2002 (NSW)
- Privacy Act 1988 (Commonwealth) 15
- Privacy and Personal Information Protection Act 1998 (NSW)
- Public Health Act 1991 (NSW)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)

## Internal Resources:

- Mission, Vision & Values (Policy 1)
- Client Safety Policy
- Privacy & Confidentiality Policy
- Code of Conduct
- Diversity Policy
- HRM Policy and Register
- Service Agreement
- New client Information Statement
- Consent to obtain/release info