

1.0 Human and Legal Rights CCA

Effective Date: 29 September 2021

Version 4.0

Industry Standards

National Disability Standards: Standard 1

Attendant Care Industry Standards (2018): Level 1

NDIA Practice Standards and Quality Indicators: Core Module 1

Purpose

This policy outlines how Community Connections Australia (CCA) creates safe and positive environments for all people receiving services and promotes their:

- legal and human rights.
- dignity and respect.
- freedom of expression.
- self-determination.
- choice and control.
- confidentiality and privacy.
- freedom from discrimination, exploitation, abuse, harm, neglect and violence.
- families, friends, carers and advocates in the safeguarding of their rights.

Policy Statement

Community Connections Australia (CCA) upholds and promotes the legal and human rights of the people receiving support in all respects so that the person's service reflects their personal choice, their individual values and beliefs, protects their privacy and dignity and the information provided to the person about their support is provided to them so that they are making informed choices about their supports. CCA ensures that safeguarding strategies are in place, maintained and reviewed to prevent any form of violence, abuse, neglect, exploitation and/or discrimination of any person in receipt of services. CCA provides access to information and support to people so that they understand and exercise their legal and human rights.

Scope

This policy applies to all current and potential people receiving services, to all CCA Board of Directors and all CCA staff members.

Policy Principles

CCA's services will at all times be respectful of each person's human rights through the application of the following:

1. CCA believes that every person receiving supports should be active, visible and independent within their community and society in general.
2. CCA treats every person receiving support in a positive manner, recognising their skills and achievements, and shows them in speech, attitudes and action the respect due to them as with any other member of society.

CCA OVERARCHING POLICY

3. CCA will provide person-centred supports to provide options and resources to promote opportunities to maximise independence and support those choices made by each person in being an active and meaningful member of their chosen community.
4. Each person can determine the level of involvement from their family, carer, significant other or advocate to promote their connection, inclusion and participation in the manner they choose. Each person has the right to access supports to facilitate engagement with their family and friends and chosen community in a manner that meets their personal choice.
5. CCA recognises the importance of each person's culture, values and beliefs and personal lifestyle choices and will provide services and supports that are respectful, in a fair manner and without discrimination or favouritism.
6. CCA respects the privacy of people in receipt of services so that their dignity and independence is maintained in all areas of service delivery. This includes personal privacy within their own home or shared household, personal information and records that may be kept specifically in relation to the delivery of supports.
7. CCA adheres to Privacy, Dignity and Confidentiality in all aspects of service delivery and all areas of support.
8. Each person has the right to access information and support to understand and exercise their legal and human rights. People can access this information through advocacy services, through contact with the organisation as part of our forums or through the use of material made available to people who receive supports.
9. Each person who receives a service from CCA has the right to exercise choice at all times and will be at the centre of decision-making on all aspects of the way they live their lives. This includes their right to intimacy and sexual expression.
10. CCA understands each person's right to the dignity of risk and maintains our Duty of Care in creating a safe environment and respects risk that may come with people's own choices.
11. Each person has the right to use the services of independent advocates to represent their interests. They are entitled to choose the person they deem to be most appropriate in this capacity, and this person may therefore be a family member, Guardian, friend or someone from an advocacy support group.
12. CCA will always ensure people understand their right to make an informed decision about their service, that there is time to consider their options, to seek advice and to change their mind about the service they are receiving.
13. CCA promotes a 'Zero Tolerance' culture across the whole organisation and actively engages in a range of safeguarding practices to prevent assault, abuse, neglect, exploitation, harassment and/or discrimination of all people.
14. As a safeguard, people who live alone in their own home will be supported by more than one staff member.
15. CCA addresses any breach of rights through its Incident Management System and complies with all mandatory reporting obligations to appropriate authorities.

CCA OVERARCHING POLICY

Prepared: Date: September 2021
(Chief Executive)

Approved: Date: September 2021
(Chair - on behalf of the Board)

Related CCA Overarching Policies:

2. Governance and Service Management
3. Provision of Supports
4. Support Provision Environment

Refer to CCA Table of Contents for full list of operational policies and procedures applying to this policy.

Related Legislation and Policy:

- Ageing and Disability Commissioner Act 2019 (NSW)
- Attendant Care Industry Standards 2018
- Carers Recognition Act 2004
- Disability Inclusion Act 2014 (NSW)
- Guardianship Act 1987 (NSW)
- United Nations Convention on The Rights of Persons with Disabilities
- National Standards for Disability Services
- National Disability Insurance Scheme Quality & Safeguarding Framework
- National Disability Insurance Scheme Act 2014: Principles

Document History

Note: Reviewed and rewritten policies and procedures took effect on 1st December 2016. For preceding policies and for revision history prior to this date, contact the Company Secretary.

Version Number	Review Date	Revision Details
1	2016	Original Policy
2	2017	Document Review- NDIA standards
3	2018	ACIA 2018 and NDIA Standards referenced
4	2021	Revised policy statement & principles (same Overarching Policy number)

Next Review Date: September 2022