

## 2.1 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 social and economic life of their choosing.

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).

To inform the community of Interchange IE's individualized 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.

Interchange IE commits to an individual's cultural diversity and to support 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 Interchange IE's staff, volunteers and management engaged in working with participants.

### POLICY

Interchange IE will deliver flexible services that are designed to meet the individual 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 understanding in general and to respond to the specific cultural needs of participants.

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Interchange IE 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 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.
- promoting collaboration with Interchange IE, Cultural and LGBTIQ+ Ambassadors

Interchange IE will collaborate with each participant to identify their cultural support needs, values and beliefs as they impact their support needs. Interchange IE acknowledges the participant's right to practice their culture, values and beliefs. Interchange IE 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.

Interchange IE 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.

Interchange IE is committed to social inclusion and community participation for all individual participants in how it supports its participants. Our staff will work in partnership 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 participants 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

Interchange IE will gather information about participant's cultural beliefs, values and diversity. Participant's decisions and choices regarding their beliefs and cultural practices are supported and recorded in their support plan.

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Interchange IE's commitment is to make sure people with disabilities are connected into 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

Interchange IE 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 accommodation services.

### PROCEDURE

Interchange IE 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 in a format best suited to the individual including, Easy Read documents, documents in the participant's home language, or by use of an interpreter, as required.

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

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 Interchange IE):

- prioritise contacts that have been chosen by the participant 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
- 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 with relevant community networks, as appropriate
- support the participant's preferences to participate actively in their community

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

Interchange IE 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, as it relates to the services being provided.

Interchange IE 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.

Interchange IE 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.

Interchange IE will ensure that their services are tailored to meet their participant's needs flexibly; acknowledging that each person's needs are different.

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

To summarise Interchange IE 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 to 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 Interchange IE to assist the participant foster relationships and increase participation in familiar surroundings
- operating in a manner that ensures all eligible participants can access our services within Interchange IE's resource capacity

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### RELEVANT LEGISLATION AND POLICIES

- Community Linkage Policy
- Participant Information Exchange Consent Form
- Support Plan

### REFERENCES

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