

What is Northcott's policy?

- ✓ We encourage and support customers to participate in their community life in the way they choose.
- ✓ We recognise children and adults with a disability have the same rights to meaningful inclusion in a community, as all people do. This includes the areas of work, leisure, learning and relationships.
- ✓ We promote to individuals and the community, the benefits of citizenship and participation of people with a disability, to increase opportunities for participation and inclusion.
- ✓ Staff and volunteers model respectful and inclusive behaviour when supporting people.
- ✓ People with a disability have the right to be decision makers on how and who they will connect with in their chosen community and we are respectful of their choices and plans.
- ✓ We support opportunities for inclusion of people from Aboriginal background and different cultural and language backgrounds by developing trusting relationships with local Aboriginal and cultural organisations.
- ✓ We have joint responsibility to support customers and their community to find ways to increase opportunities for inclusion and meaningful participation, including for people with a disability exiting the criminal justice system.
- ✓ People exiting the criminal justice system have a right to be supported to develop interests and activities in ways that consider the rights and welfare of the broader community.
- ✓ Carers have a right to participate in their chosen communities in a way that meets their own interests and needs beyond their caring role.
- ✓ We support the utilisation of community based and mainstream services by customers when these services more appropriately meet their needs.
- ✓ We support customers and their carers in their efforts to access appropriate mainstream and specialist services and, if requested, we advocate on behalf of customers seeking services.
- ✓ We develop links with programs for people from Aboriginal and Torres Strait Islander communities and as appropriate adapt service delivery practices to more effectively meet the needs of customers from these communities.
- ✓ We develop links with programs for people from a culturally and linguistically diverse background and where needed, adapt service delivery practices to more effectively meet the needs of these communities.



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- ✓ We provide representation on peak bodies, such as Government advisory councils, NDS committees and other authorities.

Who needs to know about this Policy?

- All Northcott staff
- All Northcott customers

Equity and Access Considerations

For the communication and implementation of this policy, we:

- Consider if the physical environment is accessible.
- Use different communication methods to add to or replace speech or writing for people with impairments. These methods include the display of text, large print, tactile communication, easy English, accessible multimedia and accessible information and communications technology.

Cultural Diversity

- Employees make sure services are provided with sensitivity to and awareness of the beliefs and practices of customers from different cultural and language backgrounds. This includes the needs of Aboriginal and Torres Strait Islander people, their families and communities.
- Communication about this policy should be done in a way that suits each individual with respect to their cultural background. For example, use of an interpreter.
- We develop connections with culturally appropriate organisations and groups to encourage the meaningful participation of people with a disability.
- We use the advice and guidance of key community members and organisations to strengthen relationships with people from Aboriginal and Torres Strait Islander backgrounds.

Who is responsible?	What are they Responsible for?
Chief Executive	<ul style="list-style-type: none"> • Final review and approval of this policy.
Level 2 Manager	<ul style="list-style-type: none"> • Maintain this policy, its related procedures and documents.
Level 3 and 4 Manager	<ul style="list-style-type: none"> • Ensure the policy is effectively implemented in their services. • Ensure staff follow the policy.
Supervisor	<ul style="list-style-type: none"> • Ensure staff have read and understand the policy and have sufficient skills, knowledge and ability to meet the requirements.
All Employees	<ul style="list-style-type: none"> • Follow the requirements of the policy.

Definitions, Legislation & Standards Compliance

For Definitions, please refer to Northcott Policy Dictionary.

Legislation and Standards Compliance:

- NSW Disability Inclusion Act 2014
- National Standards for Disability Services 2013
- Age Discrimination Act 2004 (Commonwealth)
- Anti Discrimination Act 1977 (NSW)
- Australian Capital Territory Discrimination Act 1991 (ACT)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Children and Young Person's (Care and Protection) Act 1998
- Disability Discrimination Act 1992 (Commonwealth)
- Fair Work Act 2009 (Commonwealth)
- Gender Equality Act 2012 (Commonwealth)
- National Disability Insurance Scheme Act 2013
- NSW Carers (Recognition) Act 2010
- NSW Health Records and Information Privacy Act 2002
- NSW Disability Services Act 1993
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Work Health and Safety Act 2011

Related References

- ADHC Standards in Action Manual 2012
- ADHC Addendum to the Standards in Action Manual: - guide for services working with children and young people with a disability and their families 2015
- NDIS Guide to Suitability (Provider Toolkit Module 4)
- NDIS Terms of Business for Registered Providers
- NDIS Rules and Guidelines
- Commonwealth Continuity of Support (CoS) Programme – Specialist Disability Services for Older People

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What other Northcott documents are related?

You may need to refer to these documents for more information:

Customer Consultation Policy and Procedure

Community Based Client Camps and Overnight Stays Policy and Procedure

Subpoena and Information Requests Policy and Procedure

Inclusive Workplace Policy

Individual Outcomes Policy

Information Exchange Policy and Procedure

Privacy Policy

Personal Information Management Procedure



Authorised by:

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