

What is the Purpose?

To ensure staff consider Northcott Customers' rights regarding any aspect of service delivery and interaction with the organisation.

Who needs to know about this Policy?

- All Northcott Staff
- All Northcott customers through My Service Agreement and Northcott Terms and Condition

What is Northcott's Policy?

- ✓ Each person (including children, young people and adults) with a disability has rights which will be respected at all times.
- ✓ Promote and protect rights in line with the United Nations Convention on the Rights of Persons with Disabilities.
- ✓ All people have the right to:
 - Respect for their human worth and dignity.
 - Receive support free from discrimination, abuse or neglect.
 - Full participation in society equal to all other people, considering their individual and cultural needs and preferences.
 - Make their own decisions on the way they live their life.
 - Choice and control in the services they participate in.
 - Personal information kept private in line with the privacy laws.



- ✓ Personal information will not be shared with anyone without your written permission, unless we have concerns for your safety or we are required to by law. For example Mandatory Reporting of child wellbeing concerns.
- ✓ People using a service will receive information and support to understand and use their legal and human rights in the service and in the community.
- ✓ People using a service are supported to build the skills and confidence to advocate for their rights.

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- ✓ Parents have the right to make choices and be involved in decisions about all parts of services offered to their child.
- ✓ Children have a right to be asked about decisions that impact them. How they are asked will depend on their age.
- ✓ Services are safe for children.
- ✓ If there is any question about what is in a person's best interests for any important decisions, a legally appointed guardian may be needed to give or withhold permission.
- ✓ Provide training and information to staff to make sure they are skilled in finding and addressing risk factors and respond proactively to allegations of abuse or neglect.

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.

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"> • Make sure the policy is effectively implemented in their service. • Make sure staff follow the requirements of the policy. • Make sure staff are provided with training and information on the importance of recognising and respecting the legal and

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	<p>human rights of people who use the service.</p> <ul style="list-style-type: none"> • Make sure staff are provided with training and information so they are skilled in identifying and addressing risk factors and in responding effectively and proactively to allegations of abuse or assault.
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. • Complete mandatory training in relation to this 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
- ACT Childcare Services Standards 2009
- ACT Children and Young People Act 2008
- ACT Discrimination Act 1991
- ACT Disability Services Act 1991
- ACT Health Records (Privacy and Access) Act 1997
- ACT Human Rights Act 2004
- ACT Prevention of Violence against Women and Children Strategy 2011
- ACT Working with Vulnerable People (Background Checking) Act 2011
- Age Discrimination Act 2004 (Commonwealth)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Australian Privacy Principles – Privacy Act 1988
- Child Wellbeing and Child Protection Interagency Guidelines- Keep them Safe
- Children and Young Persons Care and Protection Regulation 2012
- Community Services (Complaints, Reviews and Monitoring) Act 1993 – CS-CRAMA
- Court Procedures Act 2004
- Criminal Procedures Act 1986
- Disability Discrimination Act 1992
- Fair Work Act 2009
- Gender Equality Act 2012 (Commonwealth)
- Guardianship Act 1987

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- Independent Commission Against Corruption Act 1988
- Law Enforcement (Powers and Responsibilities) Act 2002
- Mental Health (Criminal Procedure) Act 1990
- Minors (Property and Contracts) Act 1970
- National Disability Insurance Scheme Act 2013
- NSW Anti Discrimination Act 1977
- NSW Carer's (Recognition) Act 2010
- NSW Child Protection Legislation Amendment (Children's Guardian) Act 2013
- NSW Child Protection (Working with Children) Act 2012
- NSW Children and Young Persons (Care and Protection) Act 1998
- NSW Children and Young Persons (Working with Children) Act 2012
- NSW Civil Liberty Act 2002
- NSW Crimes (Forensic Procedures) Act 2000
- NSW Crimes Act 1900
- NSW Health Records and Information
- NSW Ombudsman's Act 1976
- NSW Protected Disclosures Act 1994
- Privacy Act 2002
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- State Records Act 1998
- The Home Care Service Act 1988
- Uniform Civil Procedure Rules 2005
- United Nations Convention on the Rights of Persons with Disabilities 2007
- Victims Rights and Support Act 2013
- Victims Support and Rehabilitation Act 2013
- Work Health and Safety Act 2011

Related References

- ACT Human Rights Commission – The Right to Privacy and Reputation (Factsheet)
- 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
- Australian Privacy Principles (Office of the Australian Information Commissioner)
- United Nations Convention on the Rights of Persons with Disabilities
- Abuse and Neglect; Policy and Procedures. NSW Department of Ageing, Disability and Home Care. Published May 2007 and updated September 2010
- NDIS Guide to Suitability (Provider Toolkit Module 4)
- NDIS Terms of Business for Registered Providers
- NDIS Rules and Guidelines

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- NDIS Practice Standards
- Commonwealth Continuity of Support (CoS) Programme – Specialist Disability Services for Older People

What other Northcott documents are related?

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

Advocacy Policy and Procedure

Allegations of Customer Abuse by an Employee Procedure

Child Protection Procedure Information Exchange

Children at Risk of Harm Policy and Procedure

Provision of Age Appropriate Service Policy and Procedure

Responding to a Customer's Disclosure of Abuse Procedure

Responding to Allegations of Adult Abuse and Neglect Policy and Procedure

Voluntary Out of Home Care (VOOHC) Policy and Procedure

Managing Customer Information Policy and Procedure

Client Death in Care Policy and Procedure

Duty of Care and Dignity of Risk Policy and Procedure

Personal Information Management Procedure

Positive Behaviour Support Policy and Procedure

Probity Checks Policy and Procedure

Privacy Policy

Restricted Practices Authorisation Policy and Procedure

Supporting Customers with Sexuality Activities Policy and Procedure



Authorised by:
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