# Individual values and Beliefs Policy 1.2.1

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## 1. Purpose / Scope

The purpose of this policy is to ensure that our services are culturally sensitive and respect the culture, diversity, values and beliefs of each participant, their families and carers.

This policy relates to all of our services and applies to all employees, contractors, Directors and any others who may act on our behalf.

## 2. Performance Standards

The following performance standards must be met to ensure that the procedures specified are implemented effectively:

- This policy is available to all participants, their families, staff and contractors.
- Staff are provided with training in diversity and culturally sensitive practices
- People from culturally diverse backgrounds with disabilities are given the support to practice their culture, values and beliefs in the supports they access.
- Staff provide information about services available in the local community where a participant can practice their culture, diversity, values and beliefs.

## 3. Procedures

The following procedures are to be implemented to ensure that we meet our policy objective of designing and delivering services that are culturally sensitive and respect the culture, diversity, values and beliefs of participants, their families and carers.

We will:

- Provide staff with training on how to support participants from diverse backgrounds such as cultural awareness training.
- Identify local advocacy organisations that can assist and support each participant's culture, diversity, values and beliefs.
- Ensure the views of participants from diverse backgrounds are incorporated into strategic planning and policy development processes
- Engage competent interpreters so that people who do not speak English as a first language can have their views heard.
- Provide participants, their family and carers with information about community facilities, services, events and how they can access them.
- Respect that beliefs and understanding of wellbeing vary significantly between participants and will influence individual, family and community goals.

- Support and assist participants to make their own decisions and choices about the services they receive.
- Utilise a culturally appropriate mechanisms to enable participants to provide feedback about the services they receive.
- Inform participants and their families and carers that they have the right to give feedback or make a formal complaint about the service they receive.
- Utilise clear and accessible information about how a participant can make a complaint or resolve a dispute in a culturally appropriate manner
- Advise participants and their families and carers that an advocate can represent/support them in making a complaint or resolving a dispute.
- Ensure that locations of service provision in the community are located and designed to provide easy access for a participant when services are not able to be provided in the home environment.
- Actively promote services to participants from diverse backgrounds through networking, liaising and partnering with appropriate local organisations.
- Support families and carers to apply for services, such as assist to complete forms.
- Ensure that cross cultural awareness and diversity training are budgeted for and included as part of the Carers Link ongoing training and development program.
- Make provision in budgets and funding submissions for any additional resources required for delivering services to participants from culturally diverse backgrounds.

## 4. References

- NDIS Act 2013
- NDIS Code of Conduct
- NDIS Practice Standards
- UN Convention on the Rights of Persons with Disability
- Disability Discrimination Act 1992 (Commonwealth)
- Anti-Discrimination Act 1991 (QLD)
- Universal Declaration of Human Rights

## 5. Policy Review

This Policy will be reviewed annually.