

	<b>ONE2ONE POLICY</b>			
	<b>Title</b>	Human Rights	<b>Policy No</b>	08
	<b>Indicator</b>	CM1 – Rights and Responsibilities	<b>Review Date</b>	14/10/2020

## 1. PURPOSE AND SCOPE

The purpose of this policy is to establish standards of practice that respect all people involved with One2One to ensure everyone has their dignity recognised and has equal rights in the community. The policy is written in accordance with the principles outlined by the Australian Human Rights and Equal Opportunity Commission Act (1986). It has been framed around Standard 1 of the National Standards for Disability Services and aims to conform to the United Nations Convention on the “Rights of Persons with Disabilities” which came into force on 3 May, 2008. The Convention aims to ensure that persons with disabilities enjoy all human rights on an equal basis with others. One2One will:

- promote the human rights of One2One consumers;
- create and maintain a service culture which promotes the rights of all people, including the rights to freedom of expression; choice making, and freedom from abuse, neglect or exploitation;
- create a service where risks to the rights and well-being of consumers are minimised; and
- ensure that if One2One becomes aware of an instance of abuse, neglect or exploitation, that One2One responds professionally and compassionately to address the situation in accordance with the requirements of the National Standards for Disability Services - Standard 1 – “Rights”.

***One2One promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence”***

This policy relates to all One2One activities and applies to all employees, volunteers, students, advocates, board members and others who may act on behalf of One2One. Other policies relevant to this policy include, but are not limited to the following:

- Code of Conduct
- Feedback and Complaints Resolution
- Privacy
- Confidentiality
- Duty of Care

This policy has been framed around the NDIS Practice Standards and applies to all of One2One’s supports and services.

## 2. POLICY STATEMENT

One2One affirms the rights of all people including people with disabilities to be respected, to have their dignity and privacy upheld, to have their right to freedom of expression and decision-making opportunities safeguarded, and that they are not exposed to any form of abuse or neglect whilst using our service, so that they can feel safe from harm, as far as possible.

It is expected that everyone who is associated with One2One will share our commitment to maintaining an organisational culture that:

- upholds the value and dignity of our consumers;
  - ensures all consumers and families/carers are treated with courtesy and respect;
  - builds trusting relationships with our consumers, their families and carers;
  - provides services in an environment that is safe and welcoming for everyone;
  - advocates for the rights of people with disabilities and their families/carers;
  - supports and encourages people to express their views and wishes of the service;
  - supports people to make choices about the services they receive;
  - empowers our consumers by helping them to understand their rights and providing information about service options and community supports;
  - makes everyone feel safe to raise concerns;
  - responds proactively to concerns and complaints when they arise; and
- fosters collaboration with other organisations in upholding consumers' human rights and - preventing abuse and neglect.

### 3. POLICY CONTENT

One2One staff, consumer employees, volunteers and board members of One2One will:

- treat all consumers and their families/carers with dignity and respect;
- uphold the rights of consumers and their families/carers to express their views, choices and concerns, in relation to the service and the effect it has on their lives;
- recognise the role of families, carers and other advocates in safeguarding the rights and well-being of people with disabilities;
- ensure that staff do not speak about consumers/family members in front of them, but always discuss issues with consumers/family members;
- support consumers and their families/carers to make decisions about their lives by providing accurate, timely information about their rights and responsibilities; and the responsibilities of the service;
- work to prevent, as far as possible; any abuse, neglect, exploitation or other harm to its consumers;
- when they are made aware of any breach of human rights of a consumer, respond promptly with strategies to address the issue; including reporting incidents and putting safeguards in place. (*See Policy and Procedures on Freedom from Abuse and Neglect*);
- provide consumers and their families/carers with information about other supports, and when needed, access to advocacy support and/or referral to legal advice;
- respect the privacy of people with disabilities and their families/carers.
- keep personal information about consumers and families/carers confidential; and
- provide services in ways that pose the least restrictions on consumers and their families/carers, whilst still implementing safeguards to ensure their well-being is protected.

### 4. PERFORMANCE STANDARDS

The following performance standards will indicate that the procedures specified in Section 3 are working effectively:

- 4.1 Our consumers and their families/carers report they feel respected and welcomed by all service staff and volunteers.
- 4.2 Consumers and families/carers freely express their needs and wishes about the service.
- 4.3 Consumers and families/carers report trusting our service to advocate for their rights and the meeting of their needs.

4.4 Consumers and families/carers raise concerns and issues as they arise within the service.

## 5. POLICY REVIEW

This policy will be reviewed on a two-yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Authorised: Director – One2One