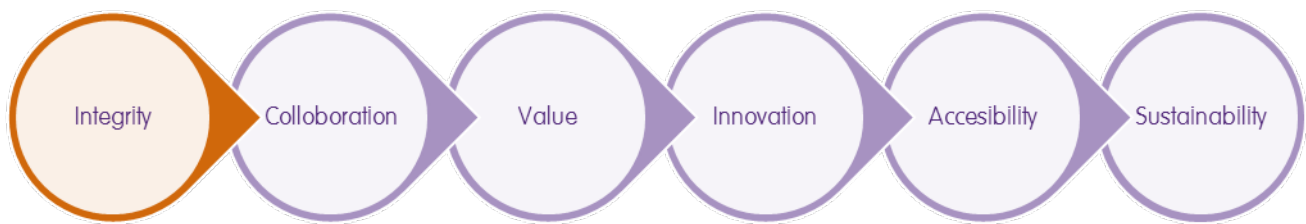


HCA Disability Services Policy | Rights



Integrity, Collaboration, Value, Innovative, Accessibility and Sustainability - are the values that underpin all of our services and relationships.

Policy Statement

HCA's Customer Service Charter represents our vision and core values and sets out what our customers can expect from HCA when they select us to provide their service. HCA's Customer Service Charter commits to:

- Providing a valuable service delivery
- Promote independence and person centred approaches
- Treating all people with, respect and dignity
- Listening intently to what is important to you
- Providing flexible and innovative options
- Responding to you in a timely manner
- Providing a safe, supportive and holistic inclusive environment for all people
- Informing customers about changes and challenges in delivering their service that may occur
- Welcoming and acting on your feedback and complaints to enhance your experience with us
- Customers are informed of their inherent human rights and are supported to exercise and empower their rights and responsibilities
- Customers are respected for their worth, dignity, individuality and privacy
- Strengthening customers cultural, spiritual and language connections, and including the cultural connections for Aboriginal and Torres Strait Islanders
- Customers have the right to their full potential in areas of their life

To deliver on the intent and principles of our Customer Service Charter, HCA is committed to protecting all individuals and safeguarding from abuse, harm, and neglect, while promoting the Charter of Human Rights.

HCA customers can expect that HCA will:

- Provide each customer with a respectful, ethical and safe service
- Respect their individual choices and support them to have a voice and exercise their human rights
- Promote and uphold our customers' legal and human rights with others
- Provide them with any information that will support independence and self-determination
- Support each customer's right to make the decisions about their life, enjoy a valued role in their community, have privacy and be free from discrimination

- Respond quickly and sensitively when any breach of our customer's rights occur as a result of HCA's delivery of service, immediately acting to stop such behaviours
- Proactively and sensitively supporting a customer, to the limits of our expertise and resources, in circumstances where their rights are being breached by others
- Direct customers to all other avenues of support available for the protection of their legal and human rights
- Intervene in the lives of customers in the least intrusive way with the smallest infringements on the few rights

Purpose

To achieve HCA's commitment to the protection of our customers' human rights as part of our service delivery, community awareness activities, education and engagement

To meet or exceed HCA's Customer Service Charter and the National Disability Services Acts and Standards and comply with all other relevant legislation

Scope

The National Disability Services Acts and Standards relate to the provision of disability services for people with a disability and recognise the role of families, friends, carers and advocates.

This policy relates to all activities of HCA. Each area of HCA is required to take responsibility for ensuring full understanding of the commitments outlined in this policy and implement relevant systems, procedures, workflows and other strategies that will direct the development of HCA's culture of Customer Service.

This policy will also apply in full to all contractors, agents, visitors, consultants, suppliers and customers whilst they are on HCA premises, or providing any service to a HCA customer, their family or carers.

Policy Details

Customer safety and wellbeing is essential for us to assist them to achieve their chosen goals and outcomes. The protection by HCA of customers' human rights will be achieved by:

- Ensuring the service and supports customers receive from HCA maximises their ability for self-determination, personal expression and taking control of their life
- Providing the information and support customers need to understand and exercise their legal and human rights including the dignity of taking risks
- Supporting and encouraging customers to use self-protective strategies and behaviours when exercising their right to take risks
- Upholding our customers' legal and human rights to make decisions about their life, including medical treatments and interventions; if they cannot legally make those decisions we will check that any assisted decision-making fits with their choices and is in their best interest
- Encouraging and supporting customers to access legal or advocacy services that can inform them of their legal, human rights while they are receiving a service from HCA or from any other agency or service
- Maintaining customers' right to privacy, ensuring that records and information about them are only used under their direction for the purpose of providing their support safely as stated in their personal plan and kept confidential in line with all relevant legislation
- Ensuring HCA workers, systems and processes are actively preventing and where possible eliminating any risk of discrimination, exploitation, abuse, harm, neglect or violence to our customers

- Reporting and responding to any abuse of customers' rights addressing any breach promptly and systemically to ensure opportunities for improvement are captured
- Having a culture in our workforce that promotes strategies that are based on the minimal restrictive options and are contemporary, evidence-based, transparent and capable of review
- Training and supporting our workforce on their duty of care responsibility to each customer and their obligation/requirement to provide a service that is safe, ethical and free from discrimination, financial, sexual, physical or emotional abuse, neglect and exploitation
- Training and supporting our workforce on their responsibility in the identification and reporting of a breach of a customer's rights by any other parties
- Ensuring HCA customers' rights and best interests are protected and the support strategies used are planned, documented, and reviewable, based on the least restrictive alternative and reflect contemporary, evidence-based best practice and funded and legal requirements. This includes ensuring consent has been obtained from the person or authorised by their legal substitute decision maker and /or other legally based formal authorisation processes as required e.g. the requirements for a Behaviour Intervention Plan where a Restrictive Practice is authorised
- Consistently reviewing all plans that have a restrictive practice with the aim of continuous reduction or elimination of the need for an authorised restrictive practice
- Providing accredited training and regular refresher courses to our workforce on their responsibility to adhere to all legal compliance requirements and HCA policy and procedures where an authorised restrictive practice is in place (e.g. Nonviolent Crisis Intervention or NVC training)
- Having the organisational knowledge and skills to follow the reporting processes for any incidents of alleged or known discrimination, abuse, neglect and exploitation, including notifying external authorities appropriately
- Offering information and support to HCA customers, their family and carers when they tell us about any discrimination, abuse, neglect or exploitation so that we can fully understand and respond effectively to their issue
- We will actively consult with our customers, their family and carers for feedback to continually improving in delivering best practises in services delivery.
- Aboriginal, Torres Strait Islander and all people from Cultural, linguistic and diverse backgrounds (CALD) are supported in accessing services and supports in the community in an inclusive and supportive environment.
- Services and supports are based on contemporary evidence-based best practice with a strong focus on the person-centred approaches
- Creating an environment where all feedback is valued

References and related policies

The following HCA Policies should be read in conjunction with the following customer statements, management standards or policies;

- HCA Least Restrictive Alternative Principals Standard
- HCA's Incident Reporting Procedure
- HCA Customers rights to Advocacy Policy
- HCA Customer Service Charter Statement

- HCA Feedback and Complaint Procedure
- HCA Feedback and Complaint Flowchart
- HCA Rights to Privacy Statement
- HCA Rights and Responsibilities Statement
- HCA Freedom from Abuse and Neglect Statement
- HCA Health, Wellbeing and Safety Statement

Mapping to State Standards

While all states meet the requirements of the National Disability Standards, some standards are rearranged and titled differently to meet local requirements. The following table shows the national standard and how it aligns with alternative state standards. States not listed remain unchanged from the national standard.

National	Queensland	Victoria
1. Rights	4. Safety, Wellbeing and Rights	1. Empowerment

National Standard KPI's

- 1.1. The service, its staff and its volunteers treat individuals with dignity and respect.
- 1.2. The service, staff and volunteers recognise and promote individual freedom of expression.
- 1.3. The service supports active decision-making and individual choice, including the timely provision of information in appropriate formats to support individuals, families, friends and carers to make informed decisions and understand their rights and responsibilities.
- 1.4. The service provides support strategies that are based on the least restrictive options and are contemporary, evidence-based, transparent and capable of review.
- 1.5. The service has preventative measures in place to ensure that individuals are free from discrimination, exploitation, abuse, harm, neglect and violence.
- 1.6. The service addresses any breach of rights promptly and systemically to ensure opportunities for improvement are captured.
- 1.7. The service supports individuals with information and, if needed, access to legal advice and/or advocacy.
- 1.8. The service recognises the role of families, friends, carers and advocates in safeguarding and upholding the rights of people with disability.
- 1.9. The service keeps personal information confidential and private.