POLICY

The Individual Values and Beliefs Policy focuses on the inclusiveness of all community groups and freedom from discrimination that belongs to all people, irrespective of disability, race, sex, cultural, religion and linguistic diversity, age, and stage development and of their sexual orientation, or gender identity.

Bestlife Respite respect the individual values and beliefs of our participants and respect their decision to practice such beliefs in a safe, inclusive and caring environment.

Bestlife recognise and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of Australian Indigenous people.

We support inclusion and access for people with disabilities to mainstream and community-based activities and other government initiatives.

Bestlife support the identity capabilities of our participants, as it relates to culturally and linguistically diverse; Lesbian, Gay, Bi-sexual, Transgender, Intersex, Queer/questioning and Asexual (LGBTIQA) participants.

Bestlife deliver flexible services that are designed to meet the needs of diverse peoples. We actively provide a work environment that supports the values and beliefs of our participants and encourage diversity by training our staff to develop their cultural understandings.

Bestlife strategies to ensure equity for all people include:

* treating all people equally according to their human rights
* encouraging inclusion of all people regardless of their background, religion, ethnicity, culture, language, beliefs, gender, age, sexual orientation, socioeconomic status, level of ability, additional needs, family structure or lifestyle
* promoting inclusive practices and ensuring the successful involvement of participants in the community to enable them to reach their goals and aspirations.

Bestlife encourage collaboration with the participant to identify their culture, religion, diversity, values and beliefs.

Bestlife acknowledges the participant's right to practice their cultures, religion, values, diversity and beliefs.

Bestlife work with the participant to ascertain how and when they wish to participate in any cultural practices.

Bestlife team must respond sensitively to the participant's requirements and work with them to access their vital support.

Bestlife recognises, respects, promotes and celebrates the value of cultural diversity.

Bestlife team adopt and implement inclusive and culturally diverse policies and strategies.

Bestlife is committed to social inclusion and community participation in both the delivery and expansion of services for disadvantaged participants.

BESTLIFE PRACTICES:

* consultation with our participants or their carers to facilitate the provision of fair, equitable and transparent services
* seek participant input into our governance so we can modify our policies and practices to meet participants’ needs and aspirations through, verbal and written feedback or anonymously if they so wish.
* actively encourage and support our participants to maintain personal networks and community connections and participation in their community
* use networks and community engagement feedback to inform management processes.

Bestlife gathers information about participants' cultural beliefs, values and diversity. Participants' decisions and choices regarding their beliefs and cultural practices are supported and recorded in their support plan.

Bestlife ‘s commitment is to make sure people with disabilities are connected to their communities by:

Bestlife treats all people with courtesy and dignity and will recognise their human rights to self-determination and privacy.

PROCEDURE

Bestlife ensures that all participants are treated fairly and in a non-discriminatory manner.

Bestlife intake and service delivery processes incorporate this practice.

Information provided will be in an Easy Read format, but we will arrange relevant support in the home language or an interpreter, as required.

For any participant who has an information reading or understanding barrier, a support person will be provided to assist the participant in understanding what is said to them.

Our team assists the participant in decision-making about their level of participation in their relevant support.

Below are guidelines to assist staff in the process:

* source community members and groups to provide input into the service
* follow the participant’s aspirations and needs to participate in the community actively.
* Bestlife make relevant contacts for the participant to assist in initial involvement with their selected group or individual.
* Bestlife work with Aboriginal and Torres Strait Islander people and culturally diverse groups to actively engage with their communities.
* Bestlife provide services that meet the aspirations and goals of the participant for inclusion in the community.
* Our organisation work with the community to actively encourage participants to participate in various activities, including employment, education, sporting activities, cultural events, and relevant activities.
* We are committed to building relationships with and between key stakeholders, including governments, organisations and communities, to obtain the best result for participants.
* Bestlife ensure that their services are tailored to meet their participant’s needs flexibly, acknowledging that each person’s needs are different.
* Bestlife places a high priority on providing early intervention and prevention in each participant’s case. By understanding the root causes of any issues and intervening early, problems can be effectively managed.
* Bestlife undertakes cultural competency training for staff to increase knowledge and build strategies on how to work inclusively.

BESTLIFE PROMOTES INCLUSION BY:

* building effective partnerships with the participants and their families, advocates and support people to discuss and foster shared priorities and understand the participant's individual needs and goals
* focusing efforts on building social inclusion and participation opportunities within the range of services provided
* providing information on community events and other relevant networks that meet participants' needs and identified goals
* working within a participant's networks and supports, e.g. childcare, kindergarten, school or home environments, to allow Bestlife to assist the participant foster relationships and increase participation in familiar surroundings
* instigating a Person-Centred Supports Linkage Policy and Procedure outlining how Bestlife will work with other communities for the betterment of their participants
* operating in a manner that ensures all people can access our services.
* check with the participant on culturally appropriate ways to reflect and assess current practices through our feedback process.
* seek information about how they want to connect with their community
* not put their own experience, attitudes and beliefs related to identity as ‘normal’
* recognise the complexity of working in a cross-culture context and be aware of their judgements and biases affect their behaviour
* understand that they may not be able to perceive the participant’s cultural perspective
* support the person to access an interpreter or similar to ensure safe, accurate and meaningful communication
* seek feedback from family and other community members to understand how to build on or adjust current practices
* assist the participant in accessing culturally and linguistically appropriate channels to provide feedback and complaints
* Staff (role-dependent) are required to:
* ask and respect the participant’s sexual expression and orientation
* respect and protect the participant’s privacy about with whom they share their sexual orientation, gender identity and/or expression
* ask what is relevant to support sexual orientation, gender identity and/or expression and respect their right not to provide this information
* ask how to refer to the participant, such as personal pronouns - he
* use inclusive language
* support the participant to connect with chosen community(s) and family and acknowledge them as part of the support team
* not put their own experience, attitudes and beliefs related to identity as ‘normal’
* understand that they may not be able to perceive the participant’s perspective
* find spaces that are safe for me to explore and share my sexual orientation, gender identity and expression, as required
* connect to community groups and peer networks that can broaden support options and minimise safety risks
* work with the participant to improve experience and confidence in accessing support and service
* check on the preferred way of reflecting and assessing the service provided
* provide support to find and access safe and inclusive channels to raise concerns, complaints and incidents

REFERENCES

Disability Discrimination Action 1992 (Commonwealth)

Privacy Act 1988 (Commonwealth)

Work Health and Safety Act 2011 (Commonwealth)

National Disability Strategy 2010 - 2020

NDIS Practice Standards and Quality Indicators 2021

NDIS Workforce Capability Framework

United Nations Convention on the Rights of People with Disabilities