

## 11. Promoting and protecting human rights policy

### **Policy statement**

Quality SC recognises all people with disability have human and legal rights which should be always respected. Quality SC promotes and protects those rights as an integral component of each and all its services.

This policy supports Quality SC to ensure the rights of people with disability are upheld during the planning and provision of services.

### **Scope**

This policy applies to all paid staff and contractors. Staff and contractors are expected to be familiar with and apply this policy in all their actions.

### **Principles**

- All people have the right to respect for their human worth and dignity.
- People with disability have the rights of freedom of expression, self-determination and decision-making.
- Quality SC actively prevents abuse, harm, neglect and violence.
- People with disability have the same right as other people to be able to determine their own best interests and make decisions that will affect their lives.
- People with disability have the same right as other people to realise their potential for physical, social, emotional and intellectual development.
- People with disability have the right to full participation in society equal to other people, according to their individual and cultural needs and preferences.
- Quality SC is committed to providing everyone using the service with information and support to understand and exercise their legal and human rights.
- All people have the right to privacy of their personal information.
- Quality SC employs skilled staff and has systems and processes in place to support staff to promote and protect human rights.
- People with disability have the same right as other people to raise concerns and be supported to formalise complaints.

- People with disability have access to support when abuse or harm occurs.
- Quality SC will take all allegations of abuse, harm and neglect seriously and respond according to best practice and NDIS requirements of mandatory reporting.

## **Definition**

**Human rights** are often defined in different ways. The Australian Human Rights Commission defines human rights as:

- the recognition and respect of people's dignity
- a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living
- the basic standards by which we can identify and measure inequality and fairness
- those rights associated with the Universal Declaration of Human Rights.

## **Advocacy**

Each NDIS participant has the right to access an advocate of their choosing. There is an advocacy finder option available through this link - [Disability Advocacy Finder | Ask Izzy](#) and Quality SC can also provide assistance or advice on linking participants with an advocacy provider that may be specialised in supporting people with a particular disability or with a particular need such as assistance with housing. Quality SC respects and supports NDIS participants' right to access and be assisted by an advocate, and advocates may be present in any meetings with Quality SC.

Access to an advocate is also encouraged and supported should there be an allegation of violence, abuse, neglect, exploitation or discrimination. Again, Quality SC respects and supports NDIS participants' rights to access and be assisted by an independent advocate of their choice, and can assist participants to find/request advocacy services who can provide assistance.

## **Related legislation and policy**

- United Nations Convention on The Rights of Persons with Disabilities
- National Disability Insurance Scheme Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2014: Principles

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- NDIS Code of Conduct <sup>1</sup>

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<sup>1</sup> [https://www.ndiscommission.gov.au/sites/default/files/2022-02/code-conduct-providers-june-2021\\_0.pdf](https://www.ndiscommission.gov.au/sites/default/files/2022-02/code-conduct-providers-june-2021_0.pdf)