

INDIVIDUAL VALUES AND BELIEFS POLICY AND PROCEDURE

Clover Care Pty Ltd commits to cultural diversity and to the support of our participants by respecting their culture, diversity, values and beliefs. We will recognise and value the multicultural nature of Australian society and give specific acknowledgement and support to the customs of Australian Indigenous peoples.

People with disabilities have the same right as other members of Australian society to realise their full potential. They should be supported to participate in and contribute to social and economic life. Inclusion of, and access for, people with disabilities to mainstream and community-based activities and other government initiatives.

To inform the community of Clover Care Pty Ltd's service provision capacity, including the priority of access process and eligibility criteria requirements. We will encourage and manage requests for service from potential participants and referrals to and from other agencies.

This policy is inclusive of all community groups and will include people such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse, various ages and stages of development, sexual orientation and disability. This policy will apply to a Staff engaged to work with the participants. This policy applies to Clover Care Pty Ltd's staff and management.

POLICY

Clover Care Pty Ltd will deliver flexible services that are designed to meet the needs of diverse peoples. We will actively provide a work environment which supports values and encourages cultural diversity through training staff to develop their cultural understandings.

Clover Care Pty Ltd will identify any real or potential barriers for the participant to access our services.

Our strategies to ensure equity for all peoples may include:

- Treating all people equally according to their human rights.
- Including all people regardless of their background, ethnicity, culture, language, beliefs, gender, age, sexual orientation, and 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.

Clover Care Pty Ltd will collaborate with the participant to identify their culture, diversity, values and beliefs. Clover Care Pty Ltd acknowledges the participant's right to practice their cultures, values and beliefs. We will work with the participant to ascertain how and when they wish to participate in any religious or cultural practices. The team must respond sensitively to the participant's requirements and work with the participant to access their required supports.

Clover Care Pty Ltd recognises, respects, promotes and celebrates the value of cultural diversity. Our team will adopt and implement inclusive and culturally diverse policies and strategies.

Clover Care Pty Ltd is committed to social inclusion and community participation in both the delivery and expansion of services to disadvantaged participants. Our team will work in partnership with the community, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse groups, people with different sexual orientations and those with disabilities.

To improve and support the varying needs of people with disabilities, their families and advocates, we will access links between other service systems.

We will:

- Consult our participants to facilitate the provision of fair, equitable and transparent services.
- Work with services in the community to ensure our participants are provided with relevant contacts to other services and community networks to enable the development of their personal goals, outcomes and aspirations, and in line with their support plan.

- Actively encourage and support our participants to maintain personal networks, community connections and participate in their community.
- Use networks and community engagement feedback to inform management processes.

Clover Care Pty Ltd will gather information about the participant's cultural, beliefs, values and diversity. Participant's decisions and choice on practicing their beliefs and cultural practices are supported and recorded in their support plan.

Clover Care Pty Ltd's commitment is to make sure people with disabilities are connected into their communities by:

- Providing information on mainstream services and community activities which will benefit people with disabilities, as well as their families and advocates.
- Contributing to relevant links and networks within the community.
- Providing participation and inclusion of people with disabilities by working in partnership with community organisations.

Clover Care Pty Ltd is committed to identifying and liaising with other stakeholders. Stakeholder identification and contact are dependent on the participant but may include local community support organisations, job networks, training organisations, and housing agencies.

Clover Care Pty Ltd will uphold and promote the legal and human rights of all people and abide by the United Nations Convention on the Rights of People with Disabilities.

Clover Care Pty Ltd will treat all people with courtesy, dignity and recognise their human rights to self-determination and privacy.

PROCEDURE

Clover Care Pty Ltd will ensure that all participants are treated fairly and in a non-discriminatory manner. This intent incorporates both intake and service delivery processes. Information provided will be in an easy read format, but we will arrange relevant support in the form of home language, or using an interpreter, as required. If a participant has a barrier of not being able to read or understand information, then a support person will be supplied to assist the participant in understanding what is being said or explained.

We will support the participant to access supports linked to their culture, diversity, values and beliefs. The type of support and responses will be determined through consultation with the participant and following the choices made by the participant. To assist the participant in making choices about their level of participation in their relevant supports, our team may:

- Actively pursue contacts that have been chosen by the participant.
- Contact local communities such as cultural, religious, sexual orientation groups or spiritual groups including Aboriginal and Torres Strait Islander communities.
- Contact government agencies to support individual participants.
- Seek community members and groups to receive input into the service,
- Contact advocates assisting with the development of community support plans for the participants.
- Actively support the rights of the participant to seek contact with those in the community, relevant to their wishes, goals and aspirations. The participant will be encouraged to join with related community links, as required.
- Following the participant's aspirations and needs to participate in the community actively.

We will make relevant contacts for the participant to assist in initial involvement with their selected group or individual.

We will work with Aboriginal and Torres Strait Islander peoples and culturally diverse groups to actively engage with their communities. The support plan will Support from their community will be incorporated within the support plan. This support will be assessed, monitored and reviewed to ensure that goals and aspirations of participants are met using the relevant support. We will provide services that meet the aspirations and goals of the participant for inclusion in the community.

We will work with the community to actively encourage the participant to participate in various activities, including employment, education, sporting activities, cultural events, and any relevant activities.

We are committed to building relationships with key stakeholders, including Government, organisations and communities working together to get the best result for their participants. We will ensure that their services are tailored to ensure that they are meeting their participant's needs in a flexible way, acknowledging that each person's needs are different.

We will give a high priority to providing early intervention and prevention towards each participant's situation, thus heading off problems by understanding the root causes and intervening early. We will undertake Cultural Competence training for staff to increase knowledge and strategies of working in an inclusive manner.

We promote inclusion by:

- Working closely with a network of health and allied health professionals to be able to support the holistic needs of our participants.
- Building effective partnerships with the participants and their families, advocates and support people to discuss and foster shared priorities and the participant's individual needs and goals.
- Focused 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 participant's needs and identified goals.
- Working within the participant's networks and supports, including childcare, kinder, school or home environments, which allows us to assist the participant in fostering relationships and participation in familiar surroundings.
- Having a community linkages policy that outlines the ways in which we will work with other communities for the betterment of their participants.
- Operating in a manner that ensures all people can access our services

ZERO TOLERANCE POLICY

To meet the requirements of the disability abuse prevention strategy. To understand, promote and enhance safeguards, and prevent abuse. To prevent abuse from occurring.

This policy is relevant to all staff, volunteers or stakeholders.

POLICY

Clover Care Pty Ltd is committed to all elements of the NDIS Code of Conduct. Clover Care Pty Ltd will train staff in all elements of the Code of Conduct and ensure a Zero Tolerance approach is incorporated into practices.

Clover Care Pty Ltd will follow the Code of Conduct and follow these guidelines as listed and ensure that Clover Care Pty Ltd:

- Does not tolerate any form of abuse of people with disabilities by workers or other people with disabilities and promotes zero tolerance for abuse.
- Provides staff with training and information to correctly apply the obligations of the Code of Conduct.
- Assists staff to undertake their role, such as keeping support plans up-to-date and provide training opportunities (such as formal training, mentoring or on-the-job supervision).
- Acts on all reported cases of abuse or suspected abuse.
- Never takes adverse action against any staff member or volunteer if they report abuse or neglect.
- Base all necessary disciplinary actions on the principle of procedural fairness, if a Staff violates the obligations of the Code of Conduct.
- Respects, recognises and values the diversity of people and cultures, and creates an inclusive environment where it is safe for people with disabilities to express their cultural identity.
- Actively maintains a working environment in which the risks of abuse are minimised
- Creates and maintains a positive complaints culture in which people are not afraid to 'speak up', and
- Fosters a culture of Zero Tolerance to abuse of people with disabilities.

Clover Care Pty Ltd informs their staff that imposes the obligations as listed below:

Frontline workers must:

- Provide services without engaging in abuse, exploitation, harassment or neglect.
- Report any form of abuse or suspected abuse.
- Not engage in sexual abuse or misconduct, and must report any such conduct by other workers, people with disabilities, family members, carers or community members.
- Show respect for cultural differences when providing services.
- Act ethically, with integrity, honesty and transparency.

Definition

- **Zero Tolerance** Aims to provide an evidence-based, nationally applicable and contemporary approach to preventing and responding to abuse of people with disabilities. The aim is to assist service providers in developing positive organisational cultures and practices and robust safeguarding mechanisms relevant to the National Disability Insurance Scheme (NDIS).

PROCEDURE

Clover Care Pty Ltd will train Staff to be able to understand and act on a Zero Tolerance approach and ensure that staff appreciates people with disabilities are people first, who have needs, aspirations, preferences and feelings.

All staff is required to listen to all participants. So, they can determine their preferences, aspirations, needs and support where it is safe to do so.

- Clover Care Pty Ltd acknowledges that reporting abuse is critical to prevent abusive situations from escalating and future incidents from occurring.
- All staff working with people with disabilities must report any form of abuse (Zero Tolerance).
- Clover Care Pty Ltd will ensure that Staff is informed that people with disabilities face significantly higher risks of sexual assault and exploitation than the general population. This is particularly true for women with a disability. In addition, there can be barriers to disclosure that make it difficult for a person with a disability to report sexual abuse and misconduct.