Human Rights Policy

Purpose and Scope
Access4u has a commitment to a social model of service planning and delivery embedded within a human rights approach. Implementation of the Human Rights Approach is balanced with the duty of care to customers and their dignity of risk. We recognise that all people with disability have legal and human rights which must be always respected. Access4u is committed to fostering an inclusive, respectful, and supportive environment for all people using our services, and ensuring that their inherent dignity and human rights are upheld throughout all aspects of service delivery.

Responsibilities and delegations	
This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	**The Board –** Responsible for ensuring effective governance mechanisms are in place. **The CEO and Managers –** Responsible for monitoring and ensuring adherence to Policy and related procedures. Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations. Ensure objectives of the policy are achieved. **Staff –** Responsible for adherence to this and related policies, procedures and forms that support this policy.
Policy approval	CEO

Policy context – this policy relates to:	
Standards	National Disability Insurance Scheme Quality and Safety Framework United Nations, 2008, Convention on the rights of persons with disabilities. United Nations Universal Declaration of Human Rights United Nations Convention on the Rights of the Child Information Sharing Guidelines for promoting the safety and wellbeing of children, young people and their families DCSI Safeguarding People with Disability Overarching Policy DCSI Safeguarding People with Disability – Restrictive Practices Policy DCSI Safeguarding People with Disability – Supported Decision Making and Consent policy
Legislation	National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

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	National Disability Insurance Scheme Act 2013 Disability Discrimination Act (DDA) 1992 The Disability Services Act SA 1993 Privacy Act 1988 (Cth) Privacy Amendment (Private Sector) Act 2000 (Cth) Equal Opportunity Act 1984 (SA) Guardianship and Administration Act 1993 (SA) Children's Protection Act 1993 (SA) Powers of Attorney and Agency Act 1984 (SA)
Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	Human Rights Policy Confidentiality Policy Consent Profile Positive Behaviour Support Plans
Forms, record keeping, other documents	

Definitions

Potential impacts on human rights include identified risks to the legal and human rights of people with disability.

Actual impacts include breaches of human rights which have occurred.

Human Rights Principles

The purpose of the **United Nations Convention on the Rights of Persons with Disabilities (CRPD)** is to "promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities and to promote respect for their inherent dignity".

There are eight guiding human rights principles that underlie the CRPD **(the Human Rights Principles)**, as follows:

1. Respect for inherent dignity, individual autonomy (including the freedom to make one's own choices), and independence of persons;
2. Non-discrimination;
3. Full and effective participation and inclusion in society;
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
5. Equality of opportunity;
6. Accessibility;
7. Equality between men and women; and
8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

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Procedures

Implementation of this policy

The board and senior management are committed to ensuring that the Human Rights Principles are followed and implemented consistently by all staff, business partners, and any other parties who engage with Access4u, in the way we deliver services and interact with all individuals using our services.

Training and awareness

The Board, senior managers and staff understand and receive training on:

- the nature and scope of human rights, as outlined in the Human Rights Principles above;
- how their decisions and practices can impair a person's rights; and
- how to incorporate respect for human rights, and inclusive service delivery, in practice at all levels of service provision on a day-to-day basis.

All Access4u staff:

- Understand and receive training related to the specific care needs of participants to whom they provide services;
- Have completed the NDIS Worker Orientation Module; and
- Receive training related to preventing and responding to violence, abuse, neglect and exploitation.
- Support workers will receive training on a [insert time period e.g. quarterly/yearly] basis.

Transparency and communication about human rights impacts in service provision

Access4u is committed to ensuring that its human rights processes are transparent and accessible. To achieve this, we will ensure that:

- All participants are provided with information about, and understand and aware of, their human rights;
- There is a culture of open disclosure, wherein someone reporting grievances does not become the target of adverse treatment;
- Issues related to the human rights of participants are addressed transparently; and
- This policy is communicated to participants, workers and relevant stakeholders.

Assessment of services and how they impact human rights

Potential impacts on human rights are addressed through prevention and mitigation. Actual impacts on human rights are addressed through remedial action.

The CEO, or their delegate, is responsible for identifying, assessing, monitoring and addressing potential and actual human rights impacts, and reporting to the board all the potential and actual human rights impacts to Access4u's service users. The assessment report will be documented and filed on the O drive.

The assessment report will:

- Identify who may be affected by Access4u's activities and practices;
- Catalogue relevant human rights standards;

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- Engage with participants to understand their concerns related to impacts on their human rights; and
- Project how proposed activities could have an adverse effect on the rights of those identified.

Monitoring and reporting on human rights impacts and performance

The CEO, or their delegate, responsible for monitoring Access4u's human rights performance.

Monitoring activities will consider:

- How impacts are addressed;
- Human rights impacts and their relation to existing risk management systems;
- Compliance with laws and the Human Rights Principles outlined above; and
- Qualitative and quantitative indicators, including feedback from internal and external sources.

Access4u acknowledges that its human rights risks may change over time as its business operation evolves. As such, monitoring processes will be adapted based on periodic review of this policy.

Complaints and grievances

Access4u will ensure that complaints and grievances in relation to human rights breaches are taken seriously and addressed as a priority through Access4u's complaint management system.

Access4u acknowledges that delayed responses to actual impacts on human rights can make them irremediable. As such, Access4u will address actual human rights impacts as quickly as possible, beginning with impacts that are most severe.

Diagrammatic summary of the Application of a Human Rights based approach

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