

Purpose

This policy outlines Access4u's (we, our, us) guiding principles to ensure our customers receive appropriate support for their sexual health and are provided with an inclusive environment that promotes positive self-identity, acceptance, and respect for differing sexual orientations and gender identities. This policy aims to empower and protect the rights of all individuals, regardless of their disability status, sexual orientation, or gender identity. It will ensure customer well-being, safety, and access to accurate information while promoting respectful attitudes and responsible decision-making.

Scope

Compliance with this policy is mandatory for all employees involved in supporting our customers.

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	• Family and Community Services Act 1972 • National Disability Insurance Scheme Quality and Safeguarding Framework • National Standards for Out-of-Home care (NOOHCS) • The Office of the Guardian for Children and Young People - Charter of Rights
Legislation	• Children and Young People (Safety) (Transitional Provisions) Regulations 2017 • Children and Young People (Safety) Act 2017 • Children's Protection Law Reform (Transitional Arrangements and Related Amendments) Act 2017 • Criminal Law Consolidation Act 1935 (SA) • Convention of Rights of Persons with Disabilities 2006 • Disability Discrimination Act (DDA) 1992

	• National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme Act 2013 • National Principles for Child Safe Organisations • Privacy 1988 (Cth) • The Disability Act 2006 • The Disability Services Act SA 1993 • The Universal Declaration of Human Rights 1948
Contractual obligations	• Government of SA, DCP Contract Management Framework • NDIS Code of Conduct
Organisation policies and procedures	• Supported decision-making and consent procedure • Code of conduct policy • Zero tolerance policy • Protection of human rights and freedom from abuse policy • Duty of care and dignity of risk policy • Supporting meaningful relationships procedure • Child safe environments policy • Customer Safeguarding policy • Privacy policy • Information and records management procedure • Individual needs and evidence informed practice procedure • Cultural diversity and social inclusion policy • Incident management policy • Open disclosure procedure • Disciplinary policy • Staff development and training policy • Staff supervision procedure
Forms, record keeping, other documents	

Policy Statement

We are committed to providing comprehensive support to our customers, ensuring their sexual health, self-identity development, and fostering acceptance and respect for diverse sexual orientations and gender identities. Our goal is to create a safe and inclusive environment that empowers our customers to lead healthy and fulfilling lives, free from discrimination and stigma.

This policy must be applied in line with our Supported decision-making and consent procedure.

Implementation of this policy for children and young people (defined in our Supported decision-making and consent procedure as a person under the age of 16 years) is required in conjunction with their parent or legal guardian.

The exception to this is for children and young people under Guardianship of the Minister, where guidance and support must be obtained by the child or young person's DCP social worker while they are in care.

For customers that have impaired decision-making capacity, implementation of this policy is required in conjunction with their person responsible.

Guiding principles

Customer-centred approach

- Our customers have the right to access age-appropriate information, support, and resources tailored to their individual needs and developmental stage.
- We will ensure supports and services are available to our customers to address their unique sexual health needs and concerns.
- We will encourage and facilitate an open environment where our customers feel comfortable discussing questions, concerns, and curiosity about their bodies, relationships, and sexuality.
- We will teach our customers about healthy relationships, consent, and strategies to protect themselves from sexual exploitation, abuse, and harassment.
- Refer to our Child and young persons safe environments policy and Duty of care and dignity of risk policy.

Non-discrimination

- Our customers will be treated with respect and dignity, regardless of their sexual orientation, gender identity, or expression.
- We respect and celebrate the diversity of sexual orientations, gender identities, and cultural backgrounds of our customers.
- Discrimination or harassment based on these factors will not be tolerated.
- We will establish safe spaces where our customers can access accurate information, resources, and support related to sexual health without fear of judgment.
- Refer to our Code of Conduct, Zero tolerance policy, and Protection of human rights and freedom from abuse policy.

Respect for autonomy

- Our customers have the right to information about their bodies, relationships, and sexuality.
- We will facilitate access to age-appropriate, clear and understandable information for our customers about sexual health and self-identity, and ensure they have autonomy to make informed decisions.
- Our customers will be empowered to actively participate in decisions about their sexual health and well-being, fostering a sense of control and autonomy.

Consent

- Consent is fundamental in any discussions, education, or interventions related to sexuality.
- Our customers have the right to make decisions about their bodies and relationships.

- Refer to our Supported decision-making and consent procedure.

Promoting positive self-identify and respect

- We ensure supports and resources are available to help our customers build positive self-identities and foster acceptance and respect for differing sexual orientations and gender identities.
- We will respect and support the gender identity and sexual orientation of our customers.
- We will use appropriate names and pronouns and provide access to resources that cater to their needs.

Confidentiality and privacy

- Conversations about sexual health, gender identity, and sexual orientation will be handled with discretion, ensuring the privacy and confidentiality of our customers.
- The confidentiality and privacy of our customers must be maintained in all aspects of sexual health support, education, and intervention.
- All discussions regarding sexuality and sexual health must remain confidential, unless there is a risk to the individual's safety or well-being.
- We will inform our customer about any necessary sharing of information.
- Refer to our Privacy policy and Information and records management procedure.

Inclusivity and accessibility

- We will facilitate access to comprehensive sexual health services, including education, counselling, contraceptives, and STI testing, in a supportive and non-judgmental environment, if and when needed.
- All materials, information, and supports will be provided in formats that are tailored to the customer's individual needs, ensuring effective communication and participation.
- We will ensure all sexual health services and providers are equipped to accommodate the individual needs of our customers.
- We will provide interpreters, translators, and communication aids for our customers to meet their sensory and communication needs.

Cultural sensitivity

- Cultural backgrounds and beliefs will be respected when providing information and support related to sexual health and self-identity.
- Refer to our Cultural diversity and social inclusion policy.

Collaboration and partnerships

- We will collaborate and establish partnerships with sexual health organisations, and LGBTQIA+ support networks to ensure a comprehensive and holistic approach to care and supports for our customers.
- We will collaborate with experts in sexual health, gender identity, and sexual orientation to enhance the quality of care and support we provide to our customers.

- Where appropriate and available, support groups, and peer mentoring will be sourced to allow our customers to share their experiences, ask questions, and learn from their peers.

Education and training

- Employees will receive training on disability awareness, sexual orientation, and gender identity to provide culturally sensitive and informed care.
- Our customers have the right to access age-appropriate, accurate, and comprehensive sexual health education and information. This will be provided in a sensitive, non-judgmental, and inclusive manner.
- We will ensure educational materials about sexual health, relationships, and LGBTQ+ topics are available for our customers in accessible formats.
- We will ensure educational resources are inclusive and representative of various sexual orientations and gender identities.
- We will ensure children and young people in our residential services receive age-appropriate, accurate, and comprehensive sexual education. This education should cover topics such as body changes, relationships, consent, safer sex practices, contraception, and sexually transmitted infections. This education will be provided in agreement with the child or young person's legal guardian.
- Our employees will complete training on disability awareness, LGBTQ+ issues, and cultural competence on induction and throughout employment.
- Refer to our Staff development and training policy procedure and supervision procedure.

Reporting and response

All our employees are mandated to report any suspected cases of abuse, exploitation or harassment. This includes abuse, exploitation or harassment of a sexual nature. We will report any incidents of neglect, where we failed to keep our customer safe.

We will provide immediate support for our customer who experience any form of sexual abuse, harassment or exploitation and ensure their emotional and psychological well-being is a priority.

Refer to our Child safe environments policy, Adult Safeguarding policy, Incident management policy, and Open disclosure procedure.

Any breach of this policy will result in disciplinary action, which may include termination of employment. Refer to our Disciplinary policy.