

## **DISABILITY SERVICES**

### **STANDARD 1 - RIGHTS**

#### *Objective*

- To ensure each client is aware of their rights and such rights are respected
- To uphold and promote the legal and human rights of each client
- To promote ethical, respectful and safe service delivery, which meets, if not exceeds, legislative requirements and achieves positive outcomes for people with disability.

#### *Scope*

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlginda Enterprises
- volunteers with Orana Living and Carlginda Enterprises

#### *Policy*

1. Each person will have access to information and support to understand and exercise their legal and human rights.
2. Each person will receive a service that maximises their right to make decisions and choices in all domains of their life including social participation and cultural inclusion.
3. Each person will receive a service in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect and exploitation.
4. Each person will receive a service that reflects their right to privacy and have their personal records and details dealt with in an ethical and confidential manner in line with relevant legislation.
5. Each person can expect support and encouragement with self protective strategies and behaviours that take into account their individual and cultural needs.
6. Clients are encouraged and supported to access advocacy services in order to promote their rights, interests and wellbeing.
7. Consent is gained from each client or their person responsible or legal representative for medical treatments and interventions as required by law.
8. Opportunities are provided for clients to participate in the development and review of organisational policy and processes that promote strategies for equality and upholding human rights.
9. Individual choices and the rights of each person are taken into account in relation to nutritional and behaviour management practices in line with relevant legislation, convention, policies and procedures and balanced against staff duty of care.

10. Staff will have the knowledge and skills to implement reporting processes on incidents of alleged or known discrimination, abuse, neglect or exploitation and know how to notify the relevant external authorities.
11. Appropriate support will be offered to each client and their family or carer when they raise or pursue allegations of discrimination, abuse, neglect or exploitation.

## Relevant Legislation

United Nations Convention of Human Rights for People with a Disability 2006  
Disability Inclusion Act 2014  
The Disability Standards  
Privacy & Personal Information Protection Act 1998 (PPIPA)  
Poisons & Therapeutic Goods Act 1966  
NSW Civil Administration Tribunal (NCAT)  
NSW Anti Discrimination Act 1977  
Sex Discrimination Act 1984 (Cth)  
Racial Discrimination Act 1975  
Australian Human Rights & Equal Opportunity Commission Act 1986

## Associated Documents

Carlinda Enterprises' Employee Handbook  
Individual Employee Assistance Plans  
Council's Employee Training Policy  
Council's Equal Opportunity Employment Policy  
Council's Manual Handling Policy  
Council's Complaints Handling Policy  
Council's Employee Grievances Policy  
Council's Personal Protective Equipment Policy  
Council's Recruitment Policy  
Council's Workplace Bullying Policy  
Council's Work Health & Safety Policy  
Carlinda Enterprises' Complaints Procedure

## Associated Documents

Standards in Action  
Responsibilities Requirement and Rights  
Orana Living's Induction Training Packages 1 & 2  
Council's Confidentiality form  
Orana Living's Confidentiality Agreement  
Orana Living's Client Information Booklet  
Compac (medical information)



## DISABILITY SERVICES

### STANDARD 2 – PARTICIPATION AND INCLUSION

#### Objective

- To actively encourage and support clients to participate in their community in ways that are important to them
- To develop and promote connections with the community for active and meaningful participation

#### Scope

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlginda Enterprises
- volunteers with Orana Living and Carlginda Enterprises

#### Policy

1. Each client will be supported in their decision making about how they connect with their chosen community, and staff will be respectful of their choices and plans including work, learning, leisure and their social lives.
2. With the consent of the client, staff will work with an individual's family, carer, significant other or advocate to promote their connection, inclusion and participation in the manner they choose.
3. Opportunities for active and meaningful participation of clients in the community will be sought.
4. Information will be actively sought about other supports and services in the local and wider community to enable people with a disability to achieve their goals and to minimise barriers to participation.
5. Training and support is provided to staff and volunteers so workers understand, respect and act on the interests and skill development of people with a disability.
6. Staff and volunteers model respectful and inclusive behaviour when supporting people in their community as a way of promoting the uniqueness of each individual.
7. Staff will take opportunities to promote community and cultural connection for those clients with a CALD background.



Relevant Legislation

United Nations Convention of Human Rights for People with a Disability 2006  
Disability Inclusion Act 2014  
Privacy & Personal Information Protection Act 1998 (PPIPA)  
NSW Civil Administration Tribunal (NCAT)  
NSW Anti Discrimination Act 1977  
Sex Discrimination Act 1984 (Cth)  
Racial Discrimination Act 1975  
Australian Human Rights & Equal Opportunity Commission Act 1986

Relevant Legislation

National Standards for Disability Services  
NSW Trustee and Guardian Regulation 2008

Associated Documents

Carlginda Enterprises' Employee Handbook  
Individual Employee Assistance Plans  
Carlginda Enterprises' letter to attend Employee Assistance Plans  
Carlginda Enterprises' annual customer survey

Associated Documents

Standards in Action  
Responsibilities Requirement and Rights  
Orana Living's Induction Training Package 1  
Orana Living's Client Information Booklet  
Clients' Person Centred Plans (PCPs)  
Individual Outlet Plan (IOP)  
Clients' Individual Plans and Assessment



## DISABILITY SERVICES

### STANDARD 3 – INDIVIDUAL OUTCOMES

#### Objective

- To maximise person centred decision making for our clients
- To undertake person centred approaches to planning and service delivery to enable each client to achieve their individual outcomes

#### Scope

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlginda Enterprises
- volunteers with Orana Living and Carlginda Enterprises

#### Policy

1. The rights of each client will be at the centre of decision making and clients will have responsibility, as much as possible, for each decision which affects them
2. Each client will be supported in determining the involvement of their family, carers and advocates in planning and in the decision making process.
3. The views of family and carers in planning and decision making processes will be respected, however the client will have the final say in the process.
4. Every effort will be made to enable a client to make a decision or assist families, carers and advocates to come to an agreement before a substitute decision maker is engaged.
5. Innovative and flexible responses will be sought to meet the CALD needs of the individual clients.
6. Together with each client, develop and implement a plan that identifies and builds on the client's strengths, aspirations and goals. Plans should draw on broader family, cultural and religious networks and community organisations.
7. Each client will be supported (and when necessary with consent of their family, carer or advocate) to develop, review, assess and adjust their plan as their circumstances or goals change.
8. The importance of risk taking will be recognised and clients will be assisted to assess the benefits and risks of each option available to them. Trial approaches may be used.
9. Person centred approaches will be regularly reviewed to ensure the organisation has the capacity and capability to deliver flexible and responsive supports and services that meet individual needs and expectations.



## Relevant Legislation

United Nations Convention of Human Rights for People with a Disability 2006  
Disability Inclusion Act 2014  
Privacy & Personal Information Protection Act 1998 (PPIPA)  
NSW Civil Administration Tribunal (NCAT)  
NSW Anti Discrimination Act 1977  
Sex Discrimination Act 1984 (Cth)  
Racial Discrimination Act 1975  
Australian Human Rights & Equal Opportunity Commission Act 1986  
Clients' Individual Personal Plans and Assessments

## Relevant Legislation

National Standards for Disability Services  
NSW Trustee and Guardian

## Associated Documents

Carlinda Enterprises' Employee Handbook  
Individual Employee Assistance Plans  
Council's Employee Training Policy  
Individual Employee Assessments  
Disability Maintenance Instrument (DMI)

## Associated Documents

Standards in Action  
Responsibilities Requirement and Rights  
Orana Living's Induction Training Packages 1 & 2  
Clients' Person Centred Plans (PCPs)

## DISABILITY SERVICES

### STANDARD 4 – FEEDBACK AND COMPLAINTS

- To ensure each client is treated fairly when making a complaint
- To ensure each client is provided with information and support to make a complaint
- To handle and manage complaints in line with legislation and standards
- To ensure that both positive and negative feedback, complaints and disputes are effectively handled and seen as opportunities for improvement.


#### Scope

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlinda Enterprises
- volunteers with Orana Living and Carlinda Enterprises

#### Policy

1. “Reportable incidents” as defined by the Disability Inclusion Act will be actioned in line with legislative requirements.
2. Each client will be informed of their right to complain and management and staff will work with and support the client, their families and carer to try and resolve any issues.
3. Each client will be supported in making a complaint regarding the service they receive in a way which reflects their CALD needs and encouraged to participate in the complaint handling process without fear of adverse consequences.
4. Each client has the opportunity to have a chosen support person to assist or represent them during the complaint handling process.
5. Complaints will be treated in a manner that protects a client’s privacy and respects confidentiality.
6. Management and staff are committed to fair and timely resolution of complaints.
7. Each client is kept informed at all stages of the decision making process concerning their complaint and the reasons for decisions made.
8. Service providers inform each person of their right to complain to an external body should they be unsatisfied with the internal complaint handling process.
9. Each client has continuous and easy access to meaningful and culturally relevant information about the service provider’s complaint policy and processes.
10. Annual surveys are undertaken (clients and/or persons responsible) to seek feedback on service provision and provide opportunity for continuous improvement.

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11. Records of complaints and compliments will be logged in the Records Management System.

*Relevant Legislation*

United Nations Convention of Human Rights for People with a Disability 2006  
Disability Inclusion Act 2014  
Privacy & Personal Information Protection Act 1998 (PPIPA)  
NSW Anti Discrimination Act 1977  
Sex Discrimination Act 1984 (Cth)  
Racial Discrimination Act 1975  
Australian Human Rights & Equal Opportunity Commission Act 1986

*Relevant Legislation*

National Standards for Disability Services

*Associated Documents*

Carlinda Enterprises' Employee Handbook  
Individual Employee Assistance Plans  
Council's Complaints Handling Policy  
Council's Employee Grievances Policy  
Carlinda Enterprises' Employee Complaints Procedure

*Associated Documents*

Standards in Action  
Responsibilities Requirement and Rights  
Council's Complaints Policy (and Orana Living' Complaints Folder located at each service outlet and comprising complaints forms and complaints log)  
Orana Living's Induction Training Package 1  
Client, Person Responsible and Staff Surveys  
Complaints' Register



# DISABILITY SERVICES

## STANDARD 5 – SERVICE ACCESS

### Objective

- To ensure information about our services is made available
- To have clearly defined processes in place to access services
- To provide referrals where necessary

### Scope

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlginda Enterprises
- volunteers with Orana Living and Carlginda Enterprises

### Policy

1. Services will be proactive and responsive in providing information about the features and capacity of the services available.
2. Information about services will be provided in formats that can be readily accessed and easily understood by the diverse mix of people within their community and will include website, social, local and regional advertising.
3. For service entry and exit, each (potential) client will be treated fairly and according to their assessed need using an easy to understand, consistent and transparent access process.
4. Information, policies and procedures for service access are regularly reviewed in consultation with people with a disability, their families and carers to identify and minimise barriers that may impact on a person's fair and equal access to services.
5. Referrals will be provided where services are not immediately available or where clients are considering transition to another service.

### Relevant Legislation

United Nations Convention of Human Rights for People with a Disability 2006  
 Disability Inclusion Act 2014  
 Privacy & Personal Information Protection Act 1998 (PPIPA)  
 NSW Civil Administration Tribunal (NCAT)  
 NSW Anti Discrimination Act 1977  
 Sex Discrimination Act 1984 (Cth)  
 Racial Discrimination Act 1975  
 Australian Human Rights & Equal Opportunity Commission Act 1986



## Relevant Legislation

National Standards for Disability Services

## Associated Documents

Carlginda Enterprises' Employee Handbook  
Individual Employee Assistance Plans

## Associated Documents

Ageing, Disability & Home Care (ADHC Service Access Policy  
Responsibilities Requirement and Rights  
Orana Living's Induction Training Package 1  
Orana Living's Client Information Booklet  
Gilgandra Shire Council's website: [www.gilgandra.nsw.gov.au](http://www.gilgandra.nsw.gov.au)



## DISABILITY SERVICES

### STANDARD 6 – SERVICE MANAGEMENT

#### Objective

- To ensure each client receives quality services which are effectively and efficiently governed.
- To ensure each client receives quality services that are delivered by skilled staff with the right values, attitudes, goals and experience.

#### Scope

This policy applies to all disability service functions provided by Gilgandra Shire Council, specifically:

- clients and staff of Orana Living (Accommodation and Life Skills Centre)
- supported employees and staff of Carlginda Enterprises
- volunteers with Orana Living and Carlginda Enterprises

#### Policy

Council, through its Disability Services Committee and management staff, will:

1. be comprised of members who possess or can acquire appropriate knowledge, skills and training to fulfil all responsibilities which are clearly defined, documented and disclosed.
2. be equipped and fulfil all responsibilities for strategic planning and developing visionary direction for our disability services based on person centred approaches and future industry needs.
3. be able to exercise objective and independent judgement on corporate affairs which is separate to decision making on operational matters.
4. ensure accountability to stakeholders and demonstrates high ethical standards acting in their best interests.
5. monitor the effectiveness of governance policies and practices and makes changes as needed.
6. ensure the integrity of the organisation's accounting and financial reporting systems and that appropriate systems of control are in place for risk management, financial and operational control (including fire safety and appropriate insurance), and compliance with legislation and funding requirements.
7. ensure quality management systems and internal controls are in place to comply with relevant standards.
8. use feedback from stakeholders and the community to inform and develop continuous improvement strategies.

9. ensure written policies and associated processes reflect relevant legislation, standards, funding requirements and sector policy that are accessible to all stakeholders.
10. regularly review its policies to reflect contemporary practice and feedback from people with a disability and other key stakeholders.
11. recruit, support and monitor senior management positions in line with the vision and values of the organisation and probity requirements.
12. have strategies in place for communication with staff to promote continuous improvement and a collaborative, responsive organisation.
13. have processes in place to monitor compliance with relevant legislation and policy and to continuously improve organisational performance.
14. encourage and support people with a disability, their families and carers to participate in the planning, management and evaluation of the service
15. inform stakeholders how feedback has been used to improve service management and delivery.
16. have a workforce planning and recruitment strategy in place to ensure the organisation has a skilled, engaged and responsive workforce.
17. have processes in place for succession planning of leadership staff and other key positions.
18. ensure recruitment practices meet all probity requirements and ensure the right workforce is recruited and maintained to deliver the range of services provided by the organisation to meet service delivery outcomes.
19. provide regular staff training, support and supervision to flexibly meet the needs of people they support.
20. create and maintain accessible and safe physical environments in accordance with all fire safety requirements and work health and safety legislative and policy requirements.
21. implement the organisation's strategic and business plans utilising good practices including community engagement initiatives.
22. ensure a "no smoking" protocol within all organisation vehicles and all buildings, however identify designated smoking sites in an outdoor location at each outlet.

## Relevant Legislation

United Nations Convention of Human Rights for People with a Disability 2006  
The Disability Inclusion Act 2014  
Privacy & Personal Information Protection Act 1998 (PPIPA)  
Anti Discrimination Act 1977  
Work, Health & Safety Act 2012  
Workers Compensation Act 1987  
Workplace Injury Management & Workers Compensation Act 1998  
Sex Discrimination Act 1984 (Cth)  
Racial Discrimination Act 1975 (Cth)  
Australian Human Rights & Equal Opportunity Commission Act 1986  
NSW Industrial Relations Act 1996



Relevant Legislation

National Standards for Disability Services

Associated Documents

Carlinda Enterprises' Employee Handbook  
Individual Employee Assistance Plans  
Council's Recruitment Policy  
Council's Criminal Record and Working With Children Checks Policy  
Council's Employee Training Policy  
Council's Equal Opportunity Employment Policy  
Council's Manual Handling Policy  
Council's Personal Protective Equipment Policy  
Council's Recruitment Policy  
Council's Workplace Bullying Policy  
Council's Work Health & Safety Policy  
Council's Employee Grievances Policy  
Risk Assessments and Safe Work Method Statements  
Council's Asbestos Register  
Council's Return to Work Program  
Gilgandra Shire Council Organisational Chart (Carlinda Enterprises section)

Associated Documents

Responsibilities Requirement and Rights  
Orana Living's Induction Training Packages 1 & 2  
Council's Grievance Policy (and Orana Living' Outlet Grievance Folder comprising grievance forms and grievance log)  
Annual surveys – Clients, staff and persons responsible  
Risk Assessments and Safe Work Method Statements  
Council's Asbestos Register  
Audit Tools  
Communication Protocols for all Orana Living' outlets  
Staff Recruitment Flow Chart  
Orana Living's Staff Structure  
Sexual Assault Information  
Pandemic Information  
Debriefing (COPING) Information  
Council's HR Policies and Procedures  
Continuous Improvement Database  
Council's Newsletter  
OLD Newsletter



<b>Responsible Officer:</b>	Director Community Services		
<b>Date Adopted:</b>	20/2/03 18/2/15 21/3/17 20/3/18	<b>Resolution No:</b>	35/13 15/15 51/17 48/18
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