

Protecting Customer's Human Rights

Record of Policy Development

Version	Date approved	Date of last review	Date for next review
1.4	January 2008	August 2020	February 2022

Responsibilities and Delegations:

This policy applies to:	Board, CEO, Executive Team, Human Resources, Staff, Volunteers, Students, any individuals acting for and on behalf of Interchange (herein referred to as 'Personnel') and customers
Policy Approval	Policy Committee

Policy Context – this policy relates to:

Standards	<ul style="list-style-type: none"> ● NDIS Practice and Quality Standards Core Module ● National Standards for Disability Services (Standard 1 & 6)
Legislation	<ul style="list-style-type: none"> ● National Disability Insurance Scheme 2013 ● Disability Services Act 1993 (WA)
Contractual obligations	<ul style="list-style-type: none"> ● NDIS ● Department of Communities ● Department of Health
Organisation policies	<ul style="list-style-type: none"> ● Whistleblowers ● Feedback and Complaints ● Management of Employee Misconduct
Forms, record keeping, other documents	<ul style="list-style-type: none"> ● Interchange Customer Incident Report Work Instruction ● Interchange Feedback and Complaints Work Instruction ● Customer Guide - Your Interchange Support Guide

Policy

Interchange is committed to protecting and supporting the human rights of all people we support. We will ensure our services are delivered in a way that upholds their rights. Interchange management, employees and volunteers promote a rights-based approach for ethical, respectful and safe service delivery which meets, if not exceeds, legislative requirements and achieves positive outcomes for our customers. We recognise, support and respect all people's inherent right to equality, social participation and inclusion, freedom of expression and the right to make decisions about and exercise control over their own lives. We recognise and support the vital role of families, friends, advocates and carers in assisting to safeguard and uphold the rights of our customers.

Definitions

Human Rights are rights which are believed to belong to every person. They include the right to life and liberty, freedom from slavery and torture, freedom of opinion and expression, the right to work and education, and many more. Everyone is entitled to these rights, without discrimination.

Procedures

Interchange will ensure:

- Our recruitment and selection procedures will make specific reference to our organisational values and expectation of employees to understand and uphold the rights of our customers;
- All Board members, employees, students, contractors and volunteers will be required to produce a current Police Clearance (and Working with Children check where relevant) before commencing any work for Interchange;
- Our induction program for new Board members, employees, students and volunteers will contain information about Human Rights and the National Standards for Disability Services Standard 1;
- Our induction recruitment and selection procedures will make specific reference to our organisational values and expectation of employees to understand and uphold the rights of our customers;
- National Standards for Disability Services Standard 1 information will be included in the Employee Training and Development Program ('iLearn');
- We provide easily understood and accessible information to all customers at service commencement about what the organisation does, how people can contact the organisation, the service standards customers can expect and opportunities to provide feedback or make a complaint, and
- We provide opportunities for customers to be involved in the development of policies and procedures that impact on their service.

At Interchange customers are entitled to:

- Participate in decisions about their lives;
- Receive sufficient information about the service and its terms of use;
- Privacy and confidentiality;
- Access information that the service has about them;
- Be treated with dignity and respect;
- Be free from physical, sexual, emotional and verbal abuse;
- Information on how to lodge a complaint if they are unhappy with any aspect of the service;
- Have complaints dealt with fairly and promptly;
- Be free from discrimination;
- Appeal decisions made about them and to have their appeal dealt with fairly;
- A safe and healthy environment within the service and their facilities, and
- Understand information to make informed life choices.