



1. Introduction

1.1 Purpose

This Policy and the Policies and Procedures and related documentation set out in section 1.5 below (**Related Documentation**) supports Aardvark Autism Services to apply the Individual values and beliefs NDIS Practice Standard.

1.2 Policy Aims

Aardvark Autism Services is committed to ensuring each Client is treated with dignity and respect, can maintain their identity, make informed choices about their care and services, and live the life they choose.

In this regard, Aardvark Autism Services is committed to ensuring it:

- (a) has a culture of inclusion and respect for consumers; and
- (b) supports consumers to exercise choice and independence; and
- (c) respects consumers' privacy.

1.3 NDIS Quality Indicators

In this regard, Aardvark Autism Services aims to demonstrate each of the following quality indicators through the application of this Policy and the relevant systems, procedures, workflows and other strategies referred to in this Policy and the Related Documentation:

- (d) At the direction of the Participant, the culture, diversity, values and beliefs of that Participant are identified and sensitively responded to.
- (e) Each Participant's right to practice their culture, values and beliefs while accessing support is supported.

1.4 Scope

- (a) This Policy applies to the provision of all services and supports at Aardvark Autism Services.
- (b) All permanent, fixed term and casual Staff, contractors and volunteers are required to take full responsibility for ensuring a full understanding of the commitments outlined in this Policy.
- (c) The relevant persons specified in the column corresponding to a procedure described in this Policy have the responsibility to implement the relevant systems, procedures, workflows, and other strategies referred to in the relevant procedure.

1.5 Related Documentation

The application of the above NDIS Practice Standard by Aardvark Autism Services is supported in part by, and should be read alongside, the Policies and Procedures and related documentation corresponding to this Policy in the Policy Register.

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2. Definitions

In this Policy:

Aardvark Autism Services means Aardvark Autism Services Pty Ltd ABN 89 665 926 367.

Client means a Client of Aardvark Autism Services (including an NDIS Participant).

Key Management Personnel means Jayne Franklin and other key management personnel involved in Aardvark Autism Services from time to time.

Legislation Register means the register of legislation, regulations, rules, and guidelines maintained by Aardvark Autism Services.

Policy Register means the register of policies of Aardvark Autism Services.

Principal means Jayne Franklin.

Related Documentation has the meaning given to that term in section 1.1.

Worker means a permanent, fixed term or casual member of Staff, a contractor or volunteer employed or otherwise engaged by Aardvark Autism Services and includes the Principal.

3. Policy Statement

- (a) The people of Australia come from a wide range of backgrounds. Aardvark Autism Services creates an environment where everyone is treated with dignity and respect, where the traditions and histories of different groups are valued and appreciated. Aardvark Autism Services acknowledges and respects the traditional owners of the land – Indigenous Australians.
- (b) Aardvark Autism Services supports diversity and by extension Workers and Clients from diverse languages, religions, ethnicity, cultures, abilities, sexual orientations, personal characteristics, backgrounds, and situations.
- (c) Aardvark Autism Services will:
 - (1) treat everyone uniquely, ensuring individual needs are met;
 - (2) create a welcoming, ability-friendly, confidential and culturally appropriate environment;
 - (3) recognise, value and respect the diversity of Aardvark Autism Services' Workers, Clients and the families and communities in which they live;
 - (4) ensure Clients with diverse needs can access Aardvark Autism Services' services and are free from stigma, discrimination and stereotyping;
 - (5) ensure Aardvark Autism Services' services and supports are culturally appropriate and sensitive to the confidentiality of personal diversity as determined by the Client;
 - (6) at the direction of the Client, identify and respond to the culture, diversity, values and beliefs of the Client;

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- (7) support each Client's right to practice their culture, values and beliefs while accessing supports;
 - (8) be responsive, inclusive and sensitive to Clients who are lesbian, gay, bisexual, transgender and intersex;
 - (9) holistically acknowledge and respect a person's individual needs, unique history, life experiences and personal choices; and
 - (10) ensure the Aardvark Autism Services Work Health and Safety Policy and Risk Management Policy includes strategies to identify and manage potential risks to diversity and equality.
- (f) Aardvark Autism Services will:
- (1) ensure all Workers are skilled in inclusive practice and service delivery.
 - (2) keep service delivery free of inappropriate conduct that detracts from principles of diversity and equality, including discrimination (including indirect discrimination) and harassment (including bullying, victimisation and vilification); and
 - (3) expect Workers to respect local culture etiquette, protocol and communication techniques to ensure that their conduct, as a representative of Aardvark Autism Services, is appropriate and culturally sensitive.

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