



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 Person – centred supports NDIS Practice Standard.

1.2 Policy Aims

Aardvark Autism Services is committed to ensuring each Participant accesses supports that promote, uphold, and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds, and respects individual rights to freedom of expression, self-determination and decision-making.

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:

- (a) Each Participant’s legal and human rights are understood and incorporated into everyday practice.
- (b) Communication with each Client about the provision of support is responsive to their needs and is provided in the language, mode of communication and terms that the Client is most likely to understand.
- (c) Each Client is supported to engage with their family, friends and chosen community as directed by the Client.

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 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

2.1 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.

2.2 Defining Human Rights

Human rights are often defined in different ways. The Australian Human Rights Commission defines human rights as:

- (a) the recognition and respect of people's dignity.
- (b) a set of moral and legal guidelines that promote and protect recognition of our values, our identity and ability to ensure an adequate standard of living
- (c) the basic standards by which we can identify and measure inequality and fairness
- (d) those rights associated with the Universal Declaration of Human Rights.

3. Policy Statement

- (a) In the provision of its supports and services, Aardvark Autism Services is committed to ensuring that all Clients, including persons with disability, have the right to:
 - (1) respect for their human worth and dignity.
 - (2) services and supports that are safe, ethical, and free from discrimination, financial, sexual, physical or emotional abuse, neglect and exploitation.
 - (3) freedom of expression, self-determination, and decision-making.
 - (4) realise their potential for physical, social, emotional, and intellectual development.

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- (5) full participation in society equal to other people, according to their individual and cultural needs and preferences.
 - (6) information and support to understand and exercise their legal and human rights.
 - (7) privacy of their personal information and sensitive information.
 - (8) raise concerns and be supported to formalise complaints.
- (b) In the provision of its supports and services, Aardvark Autism Services will:
- (1) actively prevent abuse, harm, neglect and violence or any breach of human or legal rights.
 - (2) take all allegations of abuse, harm, neglect and violence or any breach of human or legal rights seriously and respond quickly and sensitively in accordance with our Incident Management and Reporting Policy.
 - (3) provide access to support when any allegation or breach occurs.
- (c) In the provision of its support and services, Aardvark Autism Services will employ skilled Workers and has systems and processes in place to support Workers to understand, promote, protect, and incorporate legal and human rights into everyday practice.
- (d) Aardvark Autism Services will proactively and sensitively support each Client, to the limits of our expertise and resources, in circumstances where human and legal rights are being breached by others.
- (e) Aardvark Autism Services supports each of our Clients to engage with their family, friends and chosen community as directed by the Client but recognises that the Client is the decision maker and has the final say in planning and decision making about their services and supports (unless a guardian has been legally appointed).
- (f) Aardvark Autism Services will direct each of our Clients and, if appropriate, their families, friends and chosen community, to all other avenues of support available for the protection of their legal and human rights including to access legal or advocacy services that can inform them of their legal and human rights while they are receiving a service or support from us or from any other service provided.

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