

Purpose

To affirm the rights and responsibilities that are applicable to children and those that are applicable to the parents/carers that receive support, either for their children or themselves, from Noah's Inclusion Services. To ensure Noah's Inclusion Services staff are aware of individual rights and respect these when providing service. Areas covered include what are the rights and responsibilities of children; what are the rights and responsibilities of parents/carers; how parents/carers and children are kept aware of these; how staff will work to ensure these are upheld and adhered to; and what to do should an issue arise.

Policy Statement

Noah's Inclusion Services upholds the Rights of the Child in line with the United Nations Convention on the Rights of the Child.

Noah's Inclusion Services will focus on the upholding the basics rights of the child including the right to:

- Feel safe and be safe from abuse, from being hurt, or mistreated, physically or mentally;
- Have contact with their family and community;
- Have their culture, language, religion and sense of identity preserved in the support they receive;
- Have the least intrusive intervention necessary;
- Participate in their learning and development and decisions that affect them; and
- Dignity, respect and preservation of their sense of self value and worth.

In addition, Noah's Inclusion Services will at all times:

- Respect the rights of individuals.
- Ensure individual privacy, dignity and confidentiality is protected.
- Ensure parents/carers and children are in control of their support and are the ones to make decisions on choices that affect them and the service they receive.
- Provide quality services that meets the needs and preferences of the individual supported.
- Respect the individual, their circumstances, lifestyle, cultural, religious and personal beliefs and choices including the right to intimacy and sexual expression;
- Operate in an environment free from discrimination financial, physical, sexual and emotional abuse, neglect and exploitation.
- Provide information to support individuals to make informed choices that is in a format that is appropriate, age related, culturally sensitive and accessible.
- Support the clients right to maintain and strengthen family/kinship networks.
- Charge fees that comply with legislative requirements and are appropriate to the service being received.
- Encourage and support individuals to raise complaints and have the complaints resolved in a satisfactory way.
- Work with individuals to understand changes in their needs and preferences and modify support when needed or requested.

Noah's Inclusion Services will support parents/carers and children to understand and fulfil responsibilities appropriate to them. These responsibilities include:

- Respecting Noah's Inclusion Services staff that work with them and help to maintain a safe environment for them to work in.
- Actively participating in the service they receive, decision making and maintaining their own health and wellbeing to the best of their capacity.
- Actively communicating with Noah's Inclusion Services on changes to their needs and preferences, concerns or complaints they have and feedback on the quality of the service they receive.



- Paying agreed fees within agreed times
- Working with Noah's Inclusion Services staff to ensure their agreed goals and desires are achieved.

Operational Procedures

1. Information on Rights and Responsibilities

- 1.1. All parents/carers will be provided with a written list of their rights and responsibilities, in line with the requirements of legislation and associated standards relevant to the program and service they receive, as part of their Client Service Agreement (Refer *Policy and Procedure Client Service Agreements*).
- 1.2. Rights and Responsibilities will be clearly explained to parents/carers and children as part of the Client Induction (Refer *Policy and Procedure – Client Service Agreements; Client Orientation*).
 - Information, both verbal and written, will be provided in a format that is appropriate to the age, gender, cultural, language and communication needs and preferences of the individual.
- 1.3. Rights and Responsibilities will be reviewed regularly with parents/carers and children as part of any reassessment and review of their Individual Plan.

2. Individual Rights

- 2.1. Noah's Inclusion Services staff will promote and uphold children's rights by:
 - Promoting an environment where the child feels safe, and free from abuse or harm either physically or mentally (refer *Policy and Procedure Abuse & Neglect*);
 - Supporting them to maintain and enhance their relationship with their family, kinship networks and friends (refer *Policy and Procedure Family Relationships*);
 - Providing support and designing programs that respects and preserves the child's culture, language, religion and sense of identity, including personal, gender, sexuality and spiritual identity (refer *Policy and Procedure Cultural Awareness*);
 - Designing and implementing programs and support that are the least intrusive (refer *Policy and Procedure Individual Plans; Person Centred Support*);
 - Provide support in a manner that allows the child to control the pace and direction of their learning and development while ensuring they have genuine opportunities to participate in decisions that affect them (refer *Policy and Procedure Decision Making & Choice*); and
 - Respecting the child's strengths and abilities, promoting their successes providing children with the time and space to express their needs, desires and emotions (refer *Policy and Procedure Decision Making & Choice*).
- 2.2. Noah's Inclusion Services staff will promote and uphold the rights relevant to each supported individual's role by:
 - Supporting each individual to make decisions on the choices that affect them;
 - Providing quality service in line with the client's Service Agreement and Individual Plan in a safe and effective manner;
 - Respecting the individual, their decisions; and their lifestyle, cultural, religious and personal choices;
 - Respect the clients right to self determination and freedom of expression;
 - Operating in a manner that is free from discrimination financial, physical, sexual and emotional abuse, neglect and exploitation;
 - Protecting the individual's privacy, dignity and confidentiality;

- Providing information and options to individuals that supports them to make informed choices and participate in the service they receive (eg. Advocates, interpreters)
- Ensuring each individual is aware of their right to consent to services before they commence programs (refer *Policy and Procedure Consent*);
- Ensuring each individual is aware of their right to withdraw consent to services.
- Ensuring each individual is aware that, if the law requires, information may be passed to a third party.
- Working with parents/carers and children to identify changes in support needs and preferences and ensuring changes are made as needed (refer *Policy and Procedure Person Centred Support; Individual Need*);
- Encouraging and supporting individuals to raise complaints and concerns and supporting them to have these resolved to their satisfaction (refer *Policy and Procedure Complaints*);
- Following Noah's Inclusion Services policies and procedures to ensure they complete their duties responsibly, competently and consistent with Noah's Inclusion Services and legislative requirements;
- Regularly talking to parents/carers and children about their rights and ensuring that they are understood; and
- Raising matters with their supervisor if they believe an individual right is breached or a child is at risk.

2.3. Team Leader will also:

- Investigate and resolve any breaches of individual rights that are raised or identified.

3. Individual Responsibilities

3.1. Noah's Inclusion Services encourages individuals to meet their responsibilities to ensure the service and programs they receive meet each person's needs and preferences in the least intrusive manner.

3.2. Noah's Inclusion Services promotes the responsibilities of children which include:

- Treat others as equals, with respect and fairness;
- Participate in their learning and development activities to the best of their ability;
- Not bully or harm others;
- Choose their own friends but let others join in and share where relevant;
- Respect the adults who work with them and help them; and
- Listen to and respect others in the same way they wish to be listened to and respected.

3.3. Noah's Inclusion Services promotes the responsibilities of parents/carers which include:

- Actively participating in the programs and support they and/or their child receives;
- Making decisions and choices that are in the best interest of the child receiving support;
- Promoting a safe and nurturing environment for the child that is free from abuse and neglect;

- Taking responsibilities for their decisions and choices;
- Raising issues and/or complaints and working positively to resolve any that arise;
- Treating staff and others with respect and dignity;
- Paying fees in a timely manner or working with Noah's Inclusion Services to resolve instances of financial hardship (*Policy and Procedure Client Fees*); and
- Providing information requested or needed by Noah's Inclusion Services to allow the effective and safe delivery of service or undertaking of business activities.

3.4. Noah's Inclusion Services staff will support individuals to meet their responsibilities by:

- Assisting the individual to identify matters that may impact on their or another's safety (including Noah's Inclusion Services staff) and working to find reasonable solutions;
- Supporting the individual to participate in the support they receive, promoting and encouraging each person's independence and participation (refer *Policy and Procedure Independence; Valued Participation & Contributions*);
- Raising matters with their supervisor where they believe a parent/carer or child is not, or is unable to, meet their responsibilities;
- Talking to the individual about their needs and preferences and reporting any changes to the Team Leader;

3.5. Team Leaders will also:

- Discuss with parents/carers and/or children, issues that relate to their responsibilities when identified and gaining agreement on solutions to resolve any issues;
- Work with parents/carers to resolve safety issues and implementing agreed solutions;
- Work with individuals to modify their service should a change in the parent/carer or child's needs require;
- Communicate any changes to Noah's Inclusion Services staff and ensure that the changes are documented and implemented;
- Offer individuals the opportunity to enter into a Client Service Agreement (the "Agreement") when they commence service with Noah's Inclusion Services to ensure there is an agreed foundation and understanding of the service to be provided (Refer *Policy and Procedure Client Service Agreements*).

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Relevant Legislation and Standards (used to develop policy and procedure)	National Disability Insurance Scheme Practice Standards 2018 National Disability Service Standards – Standard 1, 2, 3, 4, 5 Disability Services Act 1993 Anti-Discrimination Act 1977 Racial Discrimination Act 1975 Sex Discrimination Act 198 Age Discrimination Act 2004 Australian Human Rights Commission Act 1986 Disability Discrimination Act 1992 Privacy Act 1988 Australian Privacy Principles 2014 Information Privacy Act 2002 Children and Young Persons (Management and Protection) Act 1998 Children and Young Persons (Management and Protection) Regulation (2000) United Nations Convention on the Rights of the Child		
Related Policies	Abuse & Neglect Client Orientation Client Service Agreements Decision Making & Choice Individual Plans Client Fees Complaints Consent Cultural Awareness Family & Friendships Independence Individual Needs Individual Plans Person Centred Support Privacy & Confidentiality Quality References & Practices Valued Participation & Contributions		
Related Policies, Procedures and Work guides	Procedures attached: <ol style="list-style-type: none"> Information on Rights and Responsibilities Individual Rights Individual Responsibilities Forms Nil		
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	1	1 May 2014	2 February 2017
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