



1. POLICY ON PROTECTION OF HUMAN RIGHTS

Wagtail Therapy
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Policy Statement

The purpose of this policy is to define Wagtail Therapy's position in relation to ensuring clients are free from abuse, neglect and exploitation. Additionally, the policy aims to create and maintain a culture, which promotes the rights of all people, including freedom of expression; choice making, and freedom from abuse, neglect or exploitation. This policy aligns with NDIS Practice Standard, the United Nations Convention on the Rights of Persons with Disabilities, United Nations Convention on the Rights of the Child and the Universal Declaration of Human Rights. This policy applies to all employees and contractors of Wagtail Therapy.

Principles

Wagtail Therapy believes that each client has a right to receive therapeutic services without threat, intimidation or abuse from its employees, contractors, other clients or from any other person. Wagtail Therapy believes it has a responsibility to ensure that no client is neglected or exploited by its employees, contractors, other clients or from any other person. Wagtail Therapy aims to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities.

Procedures

Employees and contractors of Wagtail Therapy will adhere to the following procedures to ensure human rights are upheld:

- Empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place
- Building the capacity of people with disability, their families, and their carers to make informed decisions about NDIS providers
- Responding to and managing concerns and complaints
- Supporting a strong and viable market for disability supports and services.
- Report any reportable incidents to the NDIS Commission

Wagtail Therapy will also ensure they adhere to the following:

- Treat all clients and their families/carers with dignity and respect.
- Uphold the rights of clients and their families/carers to express their views, choices and concerns, in relation to the service and effects it has on their lives.
- Recognize the role of families, carers and other advocates in safeguarding the rights and well being of people with disabilities.
- Support clients and their families/carers to make decisions about their lives by providing accurate, timely information about their rights and responsibilities; and the responsibilities of the service.
- Work to prevent, as far as possible; any abuse, neglect, exploitation or other harm to its clients and their families/carers.
- When it is made aware of any breach of human rights of a client or family/carer; respond promptly with strategies to address the issue; including reporting incidents and putting safeguards in place.
- Provide clients and their families/carers with information about other supports, and when needed, access to advocacy support and/or referral to legal advice.
- Respect the privacy of people with disabilities and their families/carers. and keep personal information about clients and families/carers confidential.
- Provide services in ways that pose the least restrictions on clients and their families/carers; whilst still implementing safeguards to ensure their well-being is protected.

Review



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This Policy will be reviewed on an annual basis. However, if at any time where change is identified as being needed through legislative changes or service requirements, the Policy will be amended accordingly. This Policy will still remain in force after its review period if not reviewed, or until changed or withdrawn.