

Care Aust Pty Ltd

Live Life Your Way



Care Aust

Disability Care Services

www.careaust.com.au

1300 171 257

Level 8, 805-806, 97-99
Bathurst St,
Sydney NSW 2000

Culture, Diversity, Values & Beliefs Policy

To provide a diverse and inclusive service to the participants and their families Care Aust Pty Ltd promotes the following:

- Support cultural diversity and promote the inclusive environment
- Support participants to play an active role in the community
- Finding participants' needs from consulting with their family members and carers
- Create an inclusive workplace for all staff and workers and respect their culture, beliefs, and language difference
- Ensuring that there is not any difference in service provision between participants and the rest of the people in the society
- support people with CALD and Aboriginal and/or Torres Strait Islander (ATSI) background with their culture and spiritual beliefs

Privacy and Confidentiality Policy

Care Aust Pty Ltd is committed to providing quality services and respecting your rights. Participants right to privacy and confidentiality will be recognized, respected, and protected in all aspects. The following procedures are to be implemented to ensure that Care Aust Pty Ltd meets its policy objective.

- Only collect information about the client that can be shown to be directly relevant to effective service delivery & the agency's duty of care responsibilities.
- Seek the written consent of the client or family prior to obtaining information from any other source.
- Seek the written consent of the client or family prior to releasing information to any other source.
- Ensure that personal information is stored securely & is not left on view to unauthorized agency staff or the general public.
- Ensure that only those agency staff who need access to the above information will be granted access.
- Advise the client & family of the nature of the personal information that is held by the agency about the client.
- Advise the client & family of their right to view the information that the agency keeps in respect of the client.
- Ensure that personal information about a client is only held by the agency as long as it remains relevant to the delivery of effective services and the agency's duty of care obligations.
- Promptly investigate, remedy & document any consumer grievance regarding privacy, dignity or confidentiality.
- Ensure that all information will be handled based on the NDIS Quality & Safeguarding Framework.

Participant Consent Policy

Participant's rights are as follows:

- The participant should make an informed decision before giving the consent
- If any participant requires additional time for any consent, enough time should be provided to make the best decision and have enough time for consultation
- Withdrawal of consent is part of the participant's right at any time
- Participants can evaluate the risks associated to their decision and take assessed risks

Care Aust Pty Ltd's responsibilities for participant consent are as follows:

- A participant consent using Form 18. Participant Information Consent Form will be obtained in case if the decision is related to any medical or dental treatment, behaviour support and accommodation arrangements
- Before disclosure of any personal information to other parties a consent is required.

The personal information could be disclosed without consent only if there is one of the following:

- The person is at risk of harm or injury; or
- It is required by law

Violence, Abuse, Neglect, Exploitation Policy

- It is the Care Aust Pty Ltd's commitment to ensure that everyone feels safe and treated fairly and the organization is free of abuse, exploitation and neglect.
- Participants with a lack of communication should be well supported to detect and prevent abuse.
- The Managing Director deals with the abuse, exploitation and neglect reports seriously and confidentially and takes the best measures to mitigate the issue and punish the guilty person.
- Incident Management Policy and Procedure is established to investigate and report the abuse, exploitation and neglect-related issues.
- Training is required for everyone in Care Aust Pty Ltd to recognize, prevent and minimize abuse, exploitation and neglect.
- One trained manager should be appointed to deal with any abuse-related issues.
- Everyone has a responsibility about abuse, exploiting and neglect

Bullying, Harassment and Discrimination Policy

- Care Aust Pty Ltd is committed to promoting an environment free from bullying, harassment and discrimination for all employees and participant
- Care Aust Pty Ltd is committed to implementing training and awareness-raising strategies to ensure that all workers and staff are aware of their rights and responsibilities in relation to bullying, harassment and discrimination
- Care Aust Pty Ltd is committed to complying with all relevant legislation and industry standards
- All forms of discrimination, harassment and bullying by or toward workers, the participant is considered unacceptable and will not be tolerated under any circumstances.
- Everyone has the same right and responsibility relating to sexual harassment.
- Any discrimination, bullying, harassment and discrimination should be discussed with the Managing Director or by submitting an incident through the Incident Management Policy and Procedure.
- Victimization including threatening any of who has made a complaint or helped another person to make complaints including the ones who may be involved in the investigation process is subject to discrimination, harassment and/or bullying.
- Breach of this policy & procedure in any forms may lead to termination of employment.