

Individual Values and Beliefs Policy and Procedure

1.0 Purpose

The purpose of this policy is to ensure that people with disabilities are supported in ways that uphold and respect their individual values, beliefs, cultural identity, and personal preferences.

SilaCa Tasmania Pty Ltd acknowledges the diverse and multicultural nature of the Australian community and recognises the rights of all participants to express and live according to their beliefs, practices, and identities. This includes participants from Aboriginal and Torres Strait Islander communities, culturally and linguistically diverse (CALD) backgrounds, LGBTQIA+ communities, and people of all faiths and worldviews.

The organisation is committed to working alongside each participant to promote inclusion, respect, dignity, and meaningful engagement in the life of their community.

2.0 Scope

The policy applies to all staff involved in delivering services or interacting with participants.

SilaCa Tasmania Pty Ltd is committed to delivering inclusive, culturally safe, and person-centred supports that recognise, respect, and celebrate each participant's unique values, beliefs, and identity. We support participants to maintain their cultural practices, express their individuality, and make informed decisions about how they wish to live and be supported.

In line with the NDIS Practice Standards, Code of Conduct, and Australia's Disability Strategy 2021–2031, our organisation will:

- Provide trauma-informed, culturally responsive, and non-discriminatory supports that promote dignity and human rights.
- Ensure that services are accessible and inclusive of all people regardless of culture, ethnicity, language, gender, sexuality, age, disability, or socioeconomic status.
- Collaborate with participants to identify and record their cultural needs, values, beliefs, and preferences in their support plans.
- Respect participants' rights to religious or spiritual expression and work sensitively with them to support participation in cultural or religious practices.
- Provide staff with training to understand cultural diversity, including cultural safety for Aboriginal and Torres Strait Islander participants and awareness of LGBTQIA+ inclusion.
- Identify barriers that may limit participant access or engagement and implement strategies to promote equity and inclusion.
- Establish respectful and collaborative relationships with participants' families, communities, and key cultural supports.

- Provide information in accessible formats and support participants in connecting with relevant community organisations and networks.
- Encourage participant involvement in community life and support the development of natural supports, friendships, and inclusive opportunities.
- Actively seek feedback from participants to shape service delivery and governance practices.
- Ensure all decisions affecting a participant's support are informed by their values, identity, and expressed wishes, and that they are involved in decision-making to the fullest extent possible.
- Partner with mainstream and community services to build inclusive pathways and promote connection to culture, community, and opportunity.
- Respect participants' privacy and confidentiality, and support their right to self-determination in all aspects of their life.

SilaCa Tasmania Pty Ltd will uphold the United Nations Convention on the Rights of Persons with Disabilities and will actively work to eliminate discrimination, foster belonging, and promote the rights of all people to lead full and meaningful lives within their communities.

3.0 Procedure

SilaCa Tasmania Pty Ltd will ensure that all participants are treated fairly and in a non-discriminatory manner. This intent incorporates both intake and service delivery processes. Information provided will be in an Easy Read format, but we will arrange relevant support in the home language or an interpreter. For any participant with an information reading or understanding barrier, a support person will be provided to assist the participant in understanding what is said to them.

All staff must ensure that participants are treated in ways that respect their values, beliefs, identities, and choices. This includes:

- Ensuring culturally safe and trauma-informed communication.
- Documenting participant preferences about cultural, religious, gender identity, and other beliefs in their Support Plan.
- Supporting participants to take informed risks while safeguarding their right to self-determination.
- Reviewing preferences regularly and updating records with participant consent.

Our team assists the participant in decision-making about their level of participation in their relevant support. SilaCa Tasmania Pty Ltd will support the participant to access supports linked to their culture, diversity, values and beliefs. The type of support and responses will be determined through consultation with the participant and will follow the choices made by the participant. Below are guidelines to assist staff in the process:

- pursue contacts that the participant has chosen
- contact local communities, e.g. cultural, religious, sexual orientation groups or spiritual groups, including Aboriginal and Torres Strait Islander communities

- contact government agencies to seek support for individual participants
- source community members and groups to provide input into the service
- contact advocates to assist with the development of community support plans for the participants
- support the participant's rights to seek contact with those in the community relevant to their wishes, goals and aspirations. The participant will be encouraged to join with related community links, as required
- follow the participant's aspirations and needs to participate in the community actively

SilaCa Tasmania Pty Ltd will make relevant contacts for the participant to assist in initial involvement with their selected group or individual.

SilaCa Tasmania Pty Ltd will work with Aboriginal and Torres Strait Islander people and culturally diverse groups to actively engage with their communities. Support provided by their community is incorporated within the participant's support plan. This support will be assessed, monitored and reviewed to ensure that the goals and aspirations of participants are met using the relevant community supports.

SilaCa Tasmania Pty Ltd will provide services that meet the aspirations and goals of the participant for inclusion in the community.

Our organisation will work with the community to actively encourage participation in various activities, including employment, education, sporting, cultural, and relevant activities.

We are committed to building relationships with and between key stakeholders, including governments, organisations and communities, to obtain the best result for their participants.

SilaCa Tasmania Pty Ltd will ensure that their services are tailored to flexibly meet their participant's needs, acknowledging that each person's needs are different.

SilaCa Tasmania Pty Ltd will prioritise providing early intervention and prevention in each participant's case. By understanding the root causes of any issues and intervening early, problems can be effectively managed. SilaCa Tasmania Pty Ltd will undertake cultural competency training for staff to increase knowledge and build strategies to work inclusively.

SilaCa Tasmania Pty Ltd promotes inclusion by:

- working closely with a network of health and allied health professionals to be able to support the holistic needs of our participants

- building effective partnerships with the participants and their families, advocates and support people to discuss and foster shared priorities and understand the participant's individual needs and goals
- focusing efforts on building social inclusion and participation opportunities within the range of services provided
- providing information on community events and other relevant networks that meet participants' needs and identified goals
- working within a participant's networks and supports, e.g. childcare, kindergarten, school or home environments, to allow SilaCa Tasmania Pty Ltd to assist the participant foster relationships and increasing participation in familiar surroundings
- instigating a Person-Centred Supports Linkage Policy and Procedure outlining how SilaCa Tasmania Pty Ltd will work with other communities for the betterment of their participants
- operating in a manner that ensures all people can access our services

3.1 Understanding individual responsiveness – cultural and linguistically diverse

Staff (role-dependent) are required to:

- ask the participant about appropriate cultural and linguistic protocols
- following the participant's cultural and linguistic protocols
- check with the participant on culturally appropriate ways to reflect and assess current practices
- seek information about how they want to connect with their community
- support participants to make decisions about risks related to cultural, spiritual, or identity-related activities, providing information and support while respecting participants' rights to take informed risks
- not put their own experience, attitudes and beliefs related to identity as 'normal'
- recognise the complexity of working in a cross-culture context and be aware of their judgements and biases affect their behaviour
- understand that they may not be able to perceive the participant's cultural perspective
- support the person to access an interpreter or similar to ensure safe, accurate and meaningful communication
- seek feedback from family and other community members to understand how to build on or adjust current practices
- assist the participant in accessing culturally and linguistically appropriate channels to provide feedback and complaints

3.2 Understanding individual responsiveness - LGBTIQ+ identity

Staff (role-dependent) are required to:

- ask and respect the participant's sexual expression and orientation
- respect and protect the participant's privacy about with whom they share their sexual orientation, gender identity and expression

- ask what is relevant to support sexual orientation, gender identity and expression and respect their right not to provide this information
- ask how to refer to the participant, such as personal pronouns - he
- use inclusive language
- support the participant to connect with chosen community(s) and family and acknowledge them as part of the support team
- not put their own experience, attitudes and beliefs related to identity as 'normal'
- understand that they may not be able to perceive the participant's perspective
- find spaces that are safe for me to explore and share my sexual orientation, gender identity and expression, as required
- connect to community groups and peer networks that can broaden support options and minimise safety risks
- work with the participant to improve experience and confidence in accessing support and service
- check on the preferred way of reflecting and assessing the service provided
- provide support to find and access safe and inclusive channels to raise concerns, complaints and incidents

4.0 Related documents

- Aboriginal and/or Torres Strait Islander Policy and Procedure
- Person-Centred Supports Linkage Policy and Procedure
- Participant Safeguarding Policy
- Privacy and Dignity Policy and Procedure
- Independence and Informed Choice Decision-Making Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Complaints and Feedback Policy and Procedure
- Participant Handbook
- Participant Information Consent Form
- Participant Information in Easy English
- Staff Training Record
- Staff Training Plan
- Support Plan
- Easy Read - Planning With You
- Training Attendance Register – In House
- Annual Organisational Training Register and Review

5.0 References

- Disability Discrimination Action 1992 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Work Health and Safety Act 2011 (Commonwealth)
- Australia's Disability Strategy 2021–2031
- NDIS Practice Standards and Quality Indicators 2021
- NDIS Workforce Capability Framework
- United Nations Convention on the Rights of People with Disabilities
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- National Disability Insurance Scheme Act 2013
- NDIS Quality and Safeguarding Framework