

<b>Policy name &amp; ID code</b>	<i>Service Access and Participant Rights Policy SD 2.0</i>
<b>Version</b>	<i>V3.0</i>
<b>Responsibility</b>	<i>Board of Directors</i>
<b>Date of currency</b>	<i>May 2022</i>
<b>Date of next review</b>	<i>April 2024- or following a change in related regulation or guidelines or a reportable incident</i>
<b>Relevant standards &amp; Acts</b>	<i>NDIS Quality and Safeguards Commission – July 2019</i> <i>NDIS Practice Standards and Quality Indicators – Nov 2021</i> <i>Disability Discrimination Act, 1992 (Cth), Section 45</i> <i>Victorian Charter of Human Rights</i> <i>Rules and Guidelines - NDIS Incident Management and Reportable Incident Rules 2018 and NDIS Complaints Management and Resolution Rules 2018</i> <i>UN Convention of the Rights of Persons with Disabilities</i>

### Our Vision

The Inclusion Foundation is a for-purpose-charity that champions the inclusion of people with Down syndrome. We see an inclusive world where people with Down syndrome equal, active, and respected members of society are. Together, we stand proud, we raise our hands in the air, and we say to society, to business, to governments, to everyone, and to anyone... Count me in!

### Purpose

- To specify Inclusion Foundation’s primary participant base are children and young people with Down syndrome and clarify the exemption to do this without breach of the Discrimination Legislation
- To reinforce that in all services we offer the rights of people with a disability are upheld as valued members of the community
- To support and promote the participation and voice of people with a disability
- To support and promote service participant’s rights underpinned by the various human rights conventions in Australia
- To outline the responsibilities of the participant when participating in Inclusion Foundation program
- To support and promote the participants’ right to use an independent advocate when interacting with any aspect of the service.

### Policy

Access to Inclusion Foundation’s programs is based on the diagnosis of Down syndrome and age (over four (4) years of age). Further information relating to the participant (including other diagnoses, gender, cultural background, medical and behavioural support points of note) is captured in the enrolment form/service agreement.

Inclusion Foundation respects the rights of any child/adult/family who chooses to access our services and the rights of our staff, contractors and volunteers.

Inclusion Foundation is committed to acting for and on behalf of the people we support to ensure that their rights and best interests are protected and recognised at all times.

We expect that all staff, contract teachers and volunteers (Our People) will treat each person with dignity and respect as an individual and value their unique contribution. We believe that each person should be encouraged and supported to exercise choice and control and participate in their community to the fullest extent that they wish. To achieve this, we work with the wider community to improve inclusion by raising community awareness about issues affecting people living with Down syndrome and intellectual disability through our programs of dance, fitness, education and employment

Disability advocacy ensures the human and legal rights of people with disability are promoted and protected so that people with disabilities are empowered to speak and can fully participate in the community.

Inclusion Foundation will provide assistance and support including referring and facilitating access to an advocate to ensure that:

- the rights of our participants are upheld as valued members of the community
- issues relating to a participant's services can be referred or escalated

The need for advocacy can be identified in several ways:

- advocacy referral details provided or a facilitated introduction to an advocate when requested by a participant
- family or key support person might also request advocacy support
- Inclusion Foundation may advise the benefit of an advocate or refer the individual to an advocate because we feel the individual will be compromised without independent advocacy

Advocacy strategies may include:

- acting with, or making representation on behalf of a participant at their request or with their permission
- referrals to appropriate bodies to affect the resolution of complaints, following advising the participant
- influencing policies and practices to promote fair treatment and social justice for people with a disability

### **Self-advocacy**

Self-advocacy plays a significant role in enabling people with disability to develop skills to ensure that their rights and interests are respected and realised.

Inclusion Foundation is committed to supporting and encouraging the self-advocacy of participants and will facilitate our participants to:

- speaking on one's own behalf
- understanding their rights
- making clear, realistic choices that will benefit them

- including the right to dignity of risk in decision making and respecting their autonomy is respected including their right to intimacy and sexual expression
- the opportunity to learn new skills.

### Responsibilities

Every person working or volunteering at Inclusion Foundation is responsible for understanding and supporting participants' rights and their right to use an independent advocate.

Related Policy/Procedure	Forms
Code of Conduct	Incident Form
Diversity and Equal Opportunity Policy	Feedback Form (Website)
Service Exit Procedure	Enrolment Form (Website)
Privacy and Confidentiality Policy	
Neglect and Abuse Policy	
Incident Reporting Procedure	

### Process

#### Service Access:

Referrals are accepted from multiple agencies and Inclusion Foundation works within a network of disability service organisations to provide information on services that are available.

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1. Main point of contact is the Inclusion Foundation website. Other avenues include phone, referral from an agency and program flyer
2. Completion of enrolment form (website form) and generation of a Service Agreement and
3. Completion of participant profile including goals as well as class selection in Dance Studio Pro
4. Participant has an opportunity for an initial trial
5. Invoices are processed in accordance with the school term – Fees can be paid using self-funding or NDIS plan funding
6. Participants are required to review their individual profile details usually at the beginning of the year or whenever there is a change – class selection can be changed throughout the year particularly online classes
7. NDIS participants are required to renew their service agreement to align with their respective NDIS plan dates
8. If a participant wishes to exit the service, written notice is to be given in accordance with the Service Agreement, and the Service Exit Process will begin (see Service Exit Process and Survey)

## Impact21

1. Impact21 has a specific eligibility criteria and enrolment process through the Impact21 website. This involved an online submission, interview and validation stages, prior to a service agreement being offered
2. Impact21 invoicing is monthly and pricing is based on the NDIS pricing schedule. Impact21 Employment Course is a 24-month Capacity Building education and employment program
3. If a participant wishes to exit the service, written notice must be given in accordance with the Service Agreement and the Service Exit Process will begin (see Service Exit Process and Survey)

## Translating and Interpreting and Auslan Services

In order to facilitate the full participation of people who may require translation or interpreting services the following contacts are provided.

### Languages other than English

Translating & Interpreting Service – Free service through the Department of Home Affairs. Inclusion Foundation has an account which can be accessed through Head office <https://www.tisnational.gov.au/>

### Auslan

Participants who use Auslan services and have this service included in their NDIS plan can use interpreters in classes and other events and meetings. Inclusion Foundation will assist with access to this service through the National Auslan booking service by contacting Head office with the detail or the individual can book independently.

Auslan Interpreter booking service - <https://www.nabs.org.au/book-an-interpreter.html> or sms 0427 671 261

### Advocacy

Our people all work to promote and support self-advocacy amongst participants. Where a participant chooses to use an independent advocate the relevant Program Director will interact with this person. The Program Director will also work with a participant and/or their family in referring them to various independent advocates should we be requested to do so by the participant. A list of independent advocates is on the organisation's website. <https://inclusionfoundation.org.au/contact-us/>

Inclusion Foundation staff, contract teachers and volunteers will cooperate with an independent advocate and work with them to best fulfil the needs of the participant. While working with the advocate, Inclusion Foundation will maintain all lines of communication with both the advocate and the participant.

### Privacy

Though an advocate may be used at the request of a participant, Inclusion Foundation will respect and maintain the privacy of the participant in accordance with the organisation's Privacy Policy. Any requests, from an advocate, for the personal information of a participant will be directed to the person in writing, by Inclusion Foundation.

## Universal Rights

People with Disability have rights and responsibilities protected by all levels of government.

- Victorian charter of Human Rights 2006  
<https://www.humanrights.vic.gov.au/hub/disability-rights/>
- Australian Human Rights commission Act – Disability Discrimination Act 1992  
<https://humanrights.gov.au/our-work/disability-rights>
- United Nations Convention on the Rights of Persons with Disability  
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html>

Participants can make a complaint if they think they have been discriminated against, sexually harassed, victimised or vilified directly to the Victorian Equal Opportunity & Human rights Commission

Call 1300 292 153 or online <https://makeacomplaint.humanrights.vic.gov.au/>

At Inclusion Foundation we believe and uphold that every child, adult, family, staff member, contractor and volunteer have the universal right to be safe, to be treated with respect and have their dignity upheld.

## Inclusion Foundation respects Participant Rights and Responsibilities

Participant Right	Participant Responsibility
Full information about service	To access online documents and request hard copies if you wish; to read any newsletters, e-blasts, other information sent via email by Inclusion Foundation. To request hard copies please email <a href="mailto:info@inclusionfoundation.org.au">info@inclusionfoundation.org.au</a> or post: Inclusion Foundation Level 1/123 Camberwell Road Hawthorn East VIC 3123. or telephone +61 3 9854 7100.
Reliable, coordinated, safe, quality services	To ask questions if you are unsure about any aspect of service delivery or strategies. to provide feedback via the online feedback form on the Inclusion Foundation website, go to 'contact us' or send an email <a href="mailto:info@inclusionfoundation.org.au">info@inclusionfoundation.org.au</a> or telephone: +61 3 9854 7100 to the Inclusion Foundation Office.
To be treated, accepted and respected as an individual	To abide by any agreements/service plans; attend booked classes regularly or advise the Inclusion Foundation if I am unable to attend via email <a href="mailto:info@inclusionfoundation.org.au">info@inclusionfoundation.org.au</a> or telephone +61 3 9854 7100, and the Learning Facilitator directly for Impact21. If you want to leave the program you must tell e.motion21

	<p>Office <b>in writing in accordance with the Service Agreement</b> either via email <a href="mailto:info@inclusionfoundation.org.au">info@inclusionfoundation.org.au</a> or post: Level 1/123 Camberwell Road Hawthorn East VIC 3123.</p>
Being treated with dignity and respect and without abuse, discrimination, harassment or neglect	<p>You will tell us if you are not feeling safe or respected and work with us to help make this better for you. You can do this via the contact us section on the Inclusion Foundation website.</p> <p>If we are investigating a matter, we encourage you to help by telling us things you have seen or heard. This will help others feel safe and respected.</p> <p>From time to time we will ask you to tell us how things are going and how you feel about the services we provide – this is usually by a survey, we encourage you to be open and tell us how you feel and what could be better</p>
Respect for your cultural, religious background and practices and without discrimination	You will treat other participants, families, client’s carers, staff and volunteers with courtesy and respect, including through the use of social media. Just the way you would like others to treat you.
Personal privacy and confidentiality respected	Give Inclusion Foundation reasonable access to information to be able to provide agreed services fully informed, we will hold this information securely and only use this information for your services
Provide you with access to your personal files if requested by you	Please contact the Inclusion Foundation Office via email <a href="mailto:info@inclusionfoundation.org.au">info@inclusionfoundation.org.au</a> or telephone +61 3 9854 7100 regarding your personal files.
To provide feedback and complaints and to take action to resolve disputes	You accept personal responsibility for your actions and choices
To have access to advocates of your choice	You will give us information about the people or agencies that you have chosen to be your representative or advocate and any particular processes you wish to use for us to ensure you can be heard and have any issues resolve as satisfactorily and quickly as possible
Being free from repercussion or a well-founded fear of reprisal in any form for taking action to obtain your rights	You will be respectful of our people and processes so that there is mutual respect between you and your support person or advocate and our people at all times and in the process of resolving differences or you expressing your rights

To receive an agreement regarding services provided	You will read and ask questions if you do not understand any part of the service agreement. Once agreed you will abide by the terms and conditions of in the agreement and the code of conduct.
Full and effective use of your personal, civil, legal and consumer rights	Read the information that the NDIS and Inclusion Foundation has available on their websites and be aware of the personal, civil, legal and consumer rights of participants, families, clients, carers, staff and volunteers
Have access to information about your rights when participating with Inclusion Foundation	To read information provided by Inclusion Foundation on the rights and responsibilities while participating in our programs and to ask questions if I don't understand or need more information.

**Inclusion Foundation Service Provision Conditions**

Inclusion Foundation provides services conditional upon our capacity to ensure that children, adults, families, staff, contractors and volunteers feel safe and respected.

Inclusion Foundation is bound by the Occupational Health and Safety Act 2004, NDIS Practice Standards to ensure that our people are not subject to verbal or physical abuse, bullying, harassment or intimidation.

If these conditions cannot be met we will need to make different arrangements such as:

- providing services in a different method
- providing services at a different location
- ceasing providing services

Inclusion Foundation is committed to the safety of participants, families, carers, staff, contract teachers and volunteers and reserves the right to postpone or withdraw services if we are not able to put in place strategies to manage and mitigate risks.

<b>Document History</b>				
<b>Location of Master</b> – <a href="#">2022 Service Access and Participant Rights Policy.docx</a>				
<b>Review Date</b>	<b>Version</b>	<b>Reviewed by</b>	<b>Endorsed by</b>	<b>Notes</b>
May 2017	V1	NDIS/DHHS PO	CEO	
February 2018	V1	NDIS/DHHS PO	CEO	Reviewed, no changes
July 2020	V2	Program Director	CEO & FARM Chair	Merged Charter of rights, service access and Advocacy policies Made inclusive of Impact21 Updated vision statement Reviewed language for easier reading by users Made current with the NDIS Quality and Safeguards Commission registration requirements and NDIS Practice Standards 2020 V3 Included Vic charter of Human Rights & UN Convention on the Rights of Persons with Disabilities
May 2022	V3	SS Manager	CEO	Updated branding and organisation name to Inclusion Foundation Updated the vision statement Updated dates to most current legislature
Approved for Publishing by CEO			Date:	Signature: