

**People with Disabilities**

**Western Australia Inc.**

# Policy manual

Part 3 : Code of Conduct and Service Delivery

Status:Current

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| --- | --- |
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People with disabilities (WA) has the right to review and, if necessary, change the contents of this Policy Manual.

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# Code of Conduct

This section includes:

Employees and Volunteers

Drugs and Alcohol

Dress Code

**Employee and Volunteer Code of Conduct Policy and Procedure**

**1) Policy Title**

Employee and Volunteer Code of Conduct Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure People with disabilities (WA) employees and volunteers act according to the code of conduct of our organisation.

**Aims:**

* To provide People with disabilities (WA) employees and volunteers a professional and ethical outline of expected conduct.

**3) Scope**

This policy is intended for all employees and volunteers.

**4) Related Documents**

* People with disabilities (WA)'s Strategic Plan
* Employees Induction Package
* Volunteers Policy
* Risk Management policy
* Privacy, Dignity and Confidentiality policy
* Document Control policy
* Performance Management policy

**5) Procedures**

For the purpose of this Code, to act in a ‘professional and ethical’ manner means, generally to:

1. Act according to People with disabilities (WA)’s mission, vision, values and policies.
2. Respect clients as valued people who are entitled to the same treatment and respect as other members of society.
3. Represent People with disabilities (WA) in a positive way.
4. Observe the privacy, dignity and confidentiality rights of clients and their families.
5. Treat information about People with disabilities (WA) clients as confidential.
6. Work in collaboration with managers, colleagues and other stakeholders to promote the rights of people with disabilities and their families.
7. Understand and comply with the administrative and work practices of People with disabilities (WA) and maintain records as required by the organisation.
8. Work and use People with disabilities (WA)’s resources effectively, economically and appropriately.
9. Report immediately any suspected fraudulent, corrupt, criminal or unethical conduct.
10. Do not act illegally, unjustly, oppressively or in a discriminatory way.
11. Fulfil your responsibilities as an employee or volunteer in accordance with your respective duty statement and with due care and diligence.
12. Recognise the stated aims of People with disabilities (WA)People with disabilities (WA) contribute to these and work towards the best standards of service delivery.

# Drug and Alcohol Policy and Procedure

**1) Policy Title**

Drug and Alcohol Policy

**2) Policy Statement**

**Purpose:**

To establish a set of policies and procedures which outline the expectations of committee members, employees and volunteers in relation to drugs and alcohol.

**Aims:**

* To ensure that all committee members, employees and volunteers are aware of the policy and procedure in relation to drugs and alcohol.

**3) Scope**

This policy is for committee members, employees and volunteers.

**4) Related Documents:**

* Employee Induction Package.
* Occupational Health and Safety Policy.
* Employee Performance appraisal.
* Risk Management Policy
* Performance Management policy

**5) Procedure**

1. Alcohol may only be consumed by committee members, employees and volunteers if the organisation is holding a function or they are attending a sector event where alcohol is served. Although the employee may be off duty they are to be mindful that they are still representing the organisation and so are to be responsible in their alcohol consumption.
2. Under no circumstances are committee members, employees or volunteers to engage in the trafficking of illegal or banned substances nor should they possess any illegal drugs or banned substances.
3. Employees or volunteers who require prescription medication or over the counter medication that may impact on their performance must inform their line manager. Proof of prescription and a letter from their medical practitioner stating they are fit for work may be required.
4. If an employee is meeting with a client and the employee feels that the client is under the influence of drugs and or alcohol, they should leave the situation immediately and report the situation to their line manager to ensure their own and their client’s safety
5. If an employee witnesses any issues they are concerned about they should discuss with their line manager so appropriate action can be taken.
6. Breach of this policy and procedure may result in disciplinary processes.

# Dress Code Policy and Procedure

**1) Policy Title**

Dress Code Policy

**2) Policy Statement**

**Purpose:**

To establish a set of policies and procedures which outline the required dress code for employees and volunteers.

**Aims:**

* To ensure that all employees and volunteers are dressed appropriately for the work they are undertaking.

**3) Scope**

This policy is for employees and volunteers.

**4) Related Documents:**

* Employee Induction Package.
* Occupational Health and Safety Policy.
* Risk Assessment Guidelines
* Risk Management policy

**5) Procedure**

1. Clothing to be smart casual and appropriate to meet clients. Managers can work with employees to ensure they are dressed appropriately for the workplace.
2. Do not wear inappropriate clothing or footwear which can become an Occupational Health and Safety risk.
3. Employees can seek clarification from their line manager if they are unsure as to what is deemed appropriate work wear.

# Service delivery

This section includes:

Individual Advocacy

Systemic Advocacy

Individual Needs

Decision Making and Choice

Privacy, Dignity and Confidentiality

Consultation, Participation and Integration

Value Status

Compliments and Complaints

Quality Management

Employee Training

Protection of Human Rights and Freedom from Abuse

Medication Policy

Duty of Care

**Individual Advocacy Policy and Procedure**

**1) Policy Title**

Individual Advocacy Policy

**2) Policy Statement**

**Purpose:**

Advocacy is the process of standing along side individuals to ensure that people are able to speak out, to express their views and uphold their rights.

To establish policies and procedures to allow people with disabilities and their families in Western Australia to advocacy services.

**Aims:**

* To provide accurate and relevant information to people with disabilities and their families.
* To provide individual advocacy, free of discrimination.
* To develop fair entry, priority referral and exit procedures. .
* To clearly outline the limitations of the service.
* To provide individual advocacy in partnership with each client.

**3) Scope**

This policy is intended for all persons engaged in the provision of individual advocacy on behalf of People with disabilities (WA).

**4) Related Documents**

* Policy Template.
* People with disabilities (WA)'s Mission, Vision and Values.
* People with disabilities (WA)'s Strategic Plan .
* Individual Advocacy Team Induction Package
* Individual Advocacy Procedure

**5) Procedures**

**Information advocacy**

1. People with disabilities (WA) takes a multi-media approach to information provision
2. The information delivered is contemporary and relevant to individual needs.
3. Advocates research information using referral points, internet sources and appropriate networks.
4. Documents and information are offered in alternative and accessible formats when required.
5. Documents can be translated into other languages when required.
6. Requested Information is to be delivered at the earliest practicable time.
7. The person calling is not required to provide proof of their disability in order to receive information from People with disabilities (WA), if contact details are provided they are kept confidential.

**Accessibility of information on our advocacy organisation**

1. People with disabilities (WA) ensures that written and audio materials about our services and documents such as submissions and e-news are available in various formats.
2. Many documents are made available in plain and Easy English.
3. Documents and information are available or can be translated into a variety of accessible formats.
4. Our services are promoted using the following information strategies:

4.1 Distribution and display of worded resources such as Annual Report and brochures.

4.2 Development and implementation of social media strategy

4.3 Involvement in Community Events

4.4 Presentation to conferences, workshops, training sessions etc.

4.5 Involvement in steering groups, guiding committees, expert reference groups and advisory committees.

4.6 Sector networking.

4.7 Engaging with politicians.

4.8 Facilitating peer support and self-advocacy groups.

**Entry procedure**

1. People with disabilities (WA) assesses the eligibility of an applicant’s issue.
2. We provide Individual Advocacy for West Australians who identify as having a disability, and/or their legal/nominated representative.
3. Part of this process is to identify if People with disabilities (WA) is best placed to provide Individual Advocacy or if there is another organisation that is more appropriate due to its resources, expertise, physical location or capacity.
4. Our organisation recognizes the particular needs of Culturally and Linguistically Diverse (CALD) and Indigenous consumers at the point of entry.
5. Our organisation provides appropriate translating or interpreting services, when required, to assist the consumer during the assessment of People with disabilities (WA)’s eligibility and entry process.
6. Once eligibility has been established, the advocate explains the individual advocacy intake process:

6.1 Ask for contact details and mandatory data. This is recorded on the database and a case is created which summarises the issue and the outcome they are seeking.

6.2 The case then goes to the Individual Advocacy Service Manager or delegate for assessment and allocation

6.3 Allocated Advocate contacts person within agreed timeframe (usually within 5 working days)

1. If resources are currently unavailable, our organisation:

7.1 Informs the person of the approximate waiting period

7.2 Provides interim information and/or referral, as appropriate

1. If the person’s issue is not eligible, our organisation:

8.1 Provides the person with the reason

8.2 Provides information and/or referral as appropriate

**Priority of advocacy provision**

1. People with disabilities (WA) assesses requests for Individual Advocacy and gives priority to people who are the most vulnerable whose need is most pressing and those who cannot access other services.

**Referral**

1. Where our organisation is unable to provide the requested service, or a more appropriate service exists, it will with permission look to arrange a referral to another organisation/resource.
2. People with disabilities (WA) develops and maintains up-to-date networks and information it has relationships with a comprehensive range of agencies and services within the region to ensure appropriate referrals can be made.
3. When making a referral, the organisation:

3.1 Provides the person with information to facilitate informed choice and decision making regarding referrals

3.2 Seeks permission before referral is made

3.3 Provides supported referrals if necessary

3.4 Records the referral on our data base

**Exits**

1. Clients are free to cease our service at any time. Exits will occur at any time when the client makes an informed decision that they no longer continue to require advocacy.
2. Each case will be closed following communication with client when the issue for which advocacy was sought has been resolved to the satisfaction of the client or when there is nothing more that can be done to resolve the issue
3. People with disabilities (WA) reserves the right to withdraw service when:
   1. The client displays unsafe behaviour.
   2. Our organisation reasonably believes that a client will be exposed to unacceptable risk if the advocacy is pursued.

3.3 Due to changes in the client’s capacity to consent or direct, they are no  
 longer able to instruct our organisation

* 1. All reasonable avenues of complaint and appeal in relation to the advocacy matter are exhausted and further effort is unwarranted on the evidence available.
  2. When the client moves out of W.A.
  3. When the client is not responding to contact including a letter advising of case closure pending no contact.

People with disabilities (WA) will investigate referral options on behalf of the client, if required.

**Service provision**

1. One to one non-legal Individual Advocacy is mainly provided to people with disability and parents/carers of children with disability in Western Australia.
2. Our services are designed to ensure that each client is supported to be heard.
3. Clients are given the opportunity to involve other people such as family members, carers and support organisation personnel to address their issue.
4. Learning about rights and the development of self-advocacy skills is promoted by the Individual Advocates.
5. Each person’s right to dignity, privacy and confidentiality is recognised.
6. Consent forms are signed to authorize an Individual Advocate to get information and when required speak on their behalf.
7. An action plan is developed to detail the goals, strategies and actions of each party.
   1. The initial action plan is recorded on the PWDWA database and a copy of the initial plan is provided to the client.
   2. The database is frequently updated to reflect actions completed and new or revised strategies and planned actions.
   3. The actions can be changed according to the developments of the case, aspirations and needs of the client.
   4. Any changes to the action plan are by agreement.
   5. An updated action plan can be provided to clients on request using the actions logged on the database.

**Systemic Advocacy Policy and Procedure**

**1) Policy Title**

Systemic Advocacy Policy

**2) Policy Statement**

**Purpose:**

Systemic advocacy seeks to introduce, influence and secure positive long-term changes in society. Our aim is to remove barriers and address discriminatory practices to ensure the collective rights, interests and well being of people with disabilities are attained, upheld and safeguarded.

To establish policies and procedures to ensure that people with disabilities and their families in Western Australia have their views represented on a systemic level within a human rights framework.

**Aims:**

* To campaign to influence change, remove barriers and discrimination for people with disabilities.
* To consult with people with disabilities and their families to identify issues affecting their quality of life.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* People with disabilities (WA)'s Mission, Vision and Values.
* People with disabilities (WA)'s Strategic Plan..
* UNCRPD

**5) Procedures**

1. The rights of people with disabilities and their family are promoted by all People with disabilities (WA) Committee Members, employees and volunteers.
2. People with disabilities are encourage and supported by People with disabilities (WA) to express their views at conferences, committees and any forum that attempts to make decisions that could affect their lives.
3. People with disabilities (WA) supports capacity building projects for people with disabilities and their families.
4. People with disabilities (WA) makes available community education sessions to agencies, support groups and the wider community.
5. People with disabilities, their families and carers are consulted via surveys, forums and focus groups.
6. People with disabilities (WA) identify systemic issues trends by analysing data provided by the individual advocacy team.
7. Research conducted is based on the rights, needs and aspirations of people with disabilities and their families.
8. Systemic advocates research information using different sources such as: consultation with people with disabilities and relevant stakeholders, data base, state and national standards, policies, legislation, discussion papers and terms of reference.
9. Documents and information are offered in alternative formats, as appropriate.
10. All documents are available in plain English.
11. Documents can be translated into other languages upon request.
12. People with disabilities (WA) ensures accessible versions of all our systemic work are available on our website.
13. Priority is given to matters pertained to residents of WA within a national policy framework.
14. All systemic activities are recorded for accountability purposes.

**Individual Needs Policy and Procedures**

**1) Policy Title**

Individual Needs Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy that is designed to meet their individual needs and interests.

**Aims:**

* To provide tailored services that reflects the needs and interest of people with disabilities.
* To respect social and cultural values, beliefs and practices of people with disabilities.
* To support adequate involvement of clients in the development and review of the services they received and have the opportunity to involve a support person of their choice.
* To promote self-advocacy.

**3) Scope**

This policy is intended for all employees, volunteers and clients.

**4) Related Documents**

* Policy template
* People with disabilities (WA) Mission, Vision and Values
* People with disabilities (WA) brochure
* Consultation, Participation and Integration policy and procedure

**5) Procedures**

1. An individual profile is created for each client and includes contact details and any relevant details of their individual advocacy case.
2. All clients are responded to appropriately according to any cultural or linguistic needs identified in the advocacy process. Interpreters are provided when a need is identified.
3. People with disabilities partner in the development of the action plan that relates to their case. This process includes identifying roles, responsibilities of stakeholders and involving a support person of their choice.
4. Clients are provided with services that are responsive to their individual needs, interests and aspirations.
5. Advocates are involved in regular reviews of advocacy activities to ensure their continued quality and relevance.
6. People with disabilities are informed of the advocacy activities being undertaken (on an individual or collective basis, as appropriate).
7. Clients are provided with information and help to develop strategies and supports to enable them to learn self-advocacy skills.
8. People with disabilities are encouraged to learn about their rights and supported to voice their concerns.

**Decision Making and Choice Policy and Procedure**

**1) Policy Title**

Decision Making and Choice Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy services that promote and respect their right to participate in and make decisions about the advocacy activities undertaken by People with disabilities (WA).

**Aims:**

* To provide opportunities for people with disabilities (pwd) to make informed decisions and choices according to their individual needs.
* To support pwd to be actively involved in the advocacy process and direct the service they receive.
* To deliver advocacy services informed by the United Convention on the rights of persons with disabilities (UNCRPD) and other relevant legislation.

**3) Scope**

This policy is intended for all employees, volunteers and clients.

**4) Related Documents**

* People with disabilities (WA) brochure
* Individual Advocacy Team Induction Package
* Consultation, Participation and Integration policy and procedure
* Individual Needs policy and procedure

**5) Procedures**

**Advocacy process:**

1. People with disabilities are supported to make informed decisions. Advocates will research and explore options with people using advocacy services.
2. Information is provided in accessible formats and/or languages, when requested.
3. People with disabilities are given the opportunity to participate in decision making and choice processes.
4. The rights of people with disabilities to self-determine is respected and promoted by assisting them to identify and detail their needs, aspirations and goals (on an individual or collective basis).
5. Foreseeable consequences of actions are explored and considered with clients.
6. The views, preference and suggestions of people with disabilities are taken valued at an organisational level.

**Decision making in the management of People with disabilities (WA):**

1. People with disabilities, family members and supporters are encouraged to participate in People with disabilities (WA) activities.
2. People with disabilities are supported to undertake Committee of Management responsibilities.

**Ethical guidelines:**

1. In all circumstance the advocacy activity is informed by ethical best practice.
2. Valid informed consent is obtained to provide advocacy services for or with each client.
3. Supported decision making and individual choice is promoted, but it balanced against our organisation’s responsibility not to act on decision by a person that might pose a significant and foreseeable risk to their safety or interest, our organisation’s ability to assist other people and the safety of our organisation’s staff and volunteers.
4. People with disabilities (WA) works to identify and inform clients about foreseeable risk in decision making.
5. People with disabilities (WA) advocates and other staff act to minimise risk to themselves and third parties when assisting people to make and act on decisions.

**Privacy, Dignity and Confidentiality Policy and Procedure**

**1) Policy Title**

Privacy, Dignity and Confidentiality Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy services that recognise and respect the legal right of each person with disabilities to privacy, dignity and confidentiality.

**Aims:**

* To comply with the privacy principles contained within relevant legislation.
* To provide advocacy services that promotes privacy, dignity and respect.
* To maintain the confidentiality of all information relating to people with disabilities accessing our services.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* Individual Advocacy Team Induction Package
* Employees Induction Package
* People with disabilities (WA) consent form
* Document Control policy and procedure
* Public Relations and Media policy
* Employee and Volunteer code of conduct

**5) Procedures**

**Collecting and protection of information:**

1. Any information obtained by People with disabilities (WA) about clients, both past and present, is regarded as confidential and will not be used for any purpose other than that for which it is given.
2. People with disabilities (WA) will only collect information that is directly relevant to effective advocacy services and to satisfy minimum data set for funding bodies Documentation should contain objective information. Employees are to be considerate with their choice of language.
3. Client information is kept secure; paper files in lockable cabinet and electronic files stored on the database. People with disabilities (WA)’s computer system is secured by a password log on.
4. All people’s records are kept by People with disabilities (WA) for seven years as a minimum
5. All employees, volunteers and Committee of Management members of People with disabilities (WA) sign a confidentiality agreement as part of induction or employment contract.

**Information disclosure and consent:**

1. Each client had the right to access any information that People with disabilities (WA) keeps to them and their case. Files remain the property of People with disabilities (WA). However, copy can be made of any or all information for the client on request. Information relating to third parties will be de-identified
2. Before any identifying information is disclosed to any individual or organisation other than People with disabilities (WA) authorized employees, consent must be obtained from the client. This includes passing on information relevant to complaints including CRRS and HaDSO
3. The content and use of People with disabilities (WA) consent form is explained and discussed with the client, so the they can make an informed decision whether they would sign it or not. The content and limitations of consent is agreed with each client prior to signature.
4. If another organisation wishes to make direct contact with a client, our organisation may either invite the client to contact the organisation or obtain consent from the client to provide relevant information.
5. Demographic information may be gathered about cases undertaken by People with disabilities (WA) for the purpose of organisation planning, accountability, and systemic advocacy. This information will be used ethically and will not identify clients.
6. If a client’s file is subject to an authorised subpoena, the client will be notified as soon as possible. Only information ordered by subpoena will be released. In this instance the information will be copied and forwarded.
7. There may be an exception to confidentiality where the Executive Director or delegate reasonably believes that the use of the disclosure is necessary to prevent a serious and imminent threat to the individual’s life, health or safety or, a serious threat to public safety.
8. Should a complaint occur about the operation of People with disabilities (WA) senior management or an authorised delegate of the Committee of Management may have access to the nominated client’s file in order to participate in the resolution of the complaint.
9. People with disabilities (WA) will seek consent from clients to make files available to the government funding bodies for quality auditing purposes, if the funding contract stipulates this. Clients are not obligated to provide consent to this.

**Personal privacy and dignity:**

1. People with disabilities (WA) have proactive strategies (e.g. Training and supervision) to promote, acknowledge and respect individual needs and circumstances, cultural, ethnic, religious and other sensitivity.)
2. All employees, volunteers and Committee of Management members should demonstrate respect for the privacy and dignity of people with disabilities in terms of the way they interact with and refer to people with disabilities.

**Consultation, Participation and Integration Policy and Procedures**

**1) Policy Title**

Consultation, Participation and Integration Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy services that facilitate their inclusion into the community life.

**Aims:**

* To advocate for people with disabilities to actively participate in the community.
* To introduce, influence and produce positive systemic change to this end.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* Individual Advocacy Policy
* Systemic Advocacy Policy
* Individual Needs policy and procedure
* Decision Making and Choice policy and procedure
* Valued Status policy and procedure

**5) Procedures**

1. People with disabilities are given accessible and contemporary information to assist them to participate in the community. This includes information in different languages, if required.
2. Welcoming atmosphere is created within People with disabilities (WA) to assist people with disabilities and their families to feel comfortable and included.
3. Relationships and networks are developed within the community to facilitate and support the participation of people with disabilities.
4. Participation and integration is improved by People with disabilities (WA) networking and liaising with relevant ethnic communities and organisations.
5. Projects and community education activities are designed to empower people with disabilities and families, promote greater understanding and awareness of their issues and facilitate meaningful solutions.
6. Forums, workshops and seminars are offered by People with disabilities (WA) to ensure that people with disabilities and their families are informed and consulted on relevant issues.
7. Positive change in the community is influenced by People with disabilities (WA)’s systemic advocacy agenda.
8. People with disabilities (WA) promotes that people with disabilities and their families must be consulted about all matters that concern them.

**Valued Status Policy and Procedure**

**1) Policy Title**

Valued Status Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy services that enables them to live and work in ways that are valued by the community.

**Aims:**

* To promote the aspirations and strengths of people with disabilities.
* To uphold the intrinsic value and the valued status of each person with disabilities.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* People with disabilities (WA) Mission and Vision
* Individual Advocacy Policy
* Systemic Advocacy Policy
* Consultation, Participation and Integration policy and procedure

**5) Procedures**

1. People with disabilities are supported to achieve the same rights as other citizens through the advocacy process.
2. Advocacy services are provided in the most inclusive and most empowering way.
3. People with disabilities are always consulted on an individual and collective basis during the advocacy process.
4. Advocacy services are responsive to the individual needs of people with disabilities wishing to develop and maintain valued roles in the community.
5. Meetings, forums and workshops organised by People with disabilities (WA) are held in accessible venues and makes provisions for the various limitations and/ or preferences of participants.
6. People with disabilities are involved in the governance and strategic planning of People with disabilities (WA).
7. People with disabilities (WA) is run by and for people with disabilities. The Rules of Association requires the Committee of Management to consist of a minimum of seventy five percent of committee members as people who identify as having a disability.
8. Relationships and networks are developed within the community to promote the valued status of people with disabilities.
9. People with disabilities are encouraged to participate in the community in ways that are valued and meet their aspirations.
10. All forms of media are used to promote the abilities, skills and contributions of people with disabilities in society.

**Complaints and Dispute Policy and Procedure**

**1) Policy Title**

Complaints and Disputes Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures to ensure that people with disabilities and any other relevant stakeholder in Western Australia who have a complaint or dispute about People with disabilities (WA) advocacy services is encouraged to raise it, and have it resolved without fear of retribution.

**Aims:**

* To establish a mechanism for clients and other stakeholders to lodge a complaint in regards to People with disabilities (WA)’s advocacy services.
* To ensure that procedure is clearly communicated to all relevant stakeholders and that effective feedback mechanisms are in place.
* To ensure feedback in response to complaints is used to develop continuous improvement in service delivery

**3) Scope**

This policy is intended for all Committee of Management members, employees, volunteers and clients. This policy focusses on external complaints.

**4) Related Documents**

* Complaints Register
* Grievances Policy
* Governance Policy

**5) Procedures**

* 1. People with disabilities (WA) Committee of Management members, employees and volunteers are aware of the existence of and have access to the Complaints and Disputes Policy and Procedures.
  2. Clients and stakeholders can choose to resolve their complaint internally or externally as per People with disabilities (WA)’s procedures and receive the necessary assistance.
  3. Where this is not appropriate or is unresolved, the complainant can arrange to talk to a Senior Manager. This contact may be in writing, by e-mail, by telephone or in person. The complainant is encouraged to have a person of their choice supporting them through the process.
  4. Senior Manager will contact the complainant within 5 working days to discuss the matter. Details of the complaint and any response will be documented and the complaint will be lodged on the Complaints Register.
  5. If the complaint is against an employee or volunteer, that person will not have contact with the complainant while the complaint is resolved.
  6. If this is unresolved the Senior Manager will refer the complaint to the President of the Committee of Management.
  7. The President will take the complaint to a sub-committee, which will interview those concerned separately and privately. The complaint and response will be documented.
  8. At any stage throughout the complaints process, the complainant can take their complaint to an external body such as the Health and Disability Services Complaints Office (HaDSCO) or the Complaints Resolution and Referral Service (CRRS).
  9. At any stage during the complaints process, the complainant can get support from an independent advocate from any other advocacy agency.
  10. All records and documentation relevant to the complaint process will be kept confidential, stored securely so that the privacy of the complainant is protected.

# Quality Management Policy

**1) Policy Title**

Quality Management Policy

**2) Policy Statement**

**Purpose:**

To ensure People with disabilities (WA) has effective and efficient quality management systems to optimise advocacy services for people with disabilities and their families in Western Australia.

**Aims:**

* To communicate People with disabilities (WA)’s aims and objectives to clients and relevant stakeholders.
* To facilitate the implementation of quality management practices and continuous improvement.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* Conflict of Interest register
* Complaints Policy
* Governance Policy
* Policy Template.
* People with disabilities (WA) Rules of Association
* People with disabilities (WA)'s Mission, Vision and Values.
* People with disabilities (WA)'s Strategic Plan.
* Committee of Management, Employees, and, Individual Advocacy Induction Packages

**5) Procedure**

**Communicating aims and objectives**

1. The Committee of Management will establish the strategic plan for People with disabilities (WA), in cooperation with managers, to provide the framework for operational planning.
2. Overall strategy and planning will be clearly documented and made available to key stakeholders, including employees, clients, funding bodies and key community contacts. These documents will be broadly available on our website, in accessible forms and on paper, when required.
3. Strategic and operational plans are developed and implemented reflecting the analysis of the strengths and evolving needs of the organisation and the disability sector.
4. Plans will be regularly reviewed and updated as required.
5. Relevant stakeholders will be invited to participate in People with disabilities (WA) quality review of the organisation’s management evaluation processes.
6. Roles, responsibilities and accountabilities between the Committee of Management, Executive Director and other employees will be clearly identified and documented.
7. The Committee of Management has appropriate decision making processes delegations. There is clear distinction between the role of the Committee of Management and the Executive Director.

**Implementation of Quality of Management processes**

1. Quality management system that facilitates quality management practices and continuous improvement are in place for the Committee of Management and the wider organisation.
2. People with disabilities (WA)’s Strategic and Operational plan should be reviewed at least every three years.
3. Strategic outcomes are required to be reviewed at least once a year by the Committee of Management. Key strategy updates to be a standard agenda item at each CoM meeting.
4. The Committee of Management Induction package is reviewed and adjusted according to the changing needs of People with disabilities (WA).
5. The Annual Report is distributed and presented to People with disabilities (WA) members at the Annual General Meeting.
6. Feedback provided by clients and stakeholders via survey or direct communication with People with disabilities (WA) is used to review quality management processes, policies and procedures.
7. People with disabilities (WA) conducts quality self-assessments every year to comply with requirements of the funding bodies.
8. Audited financial reports are produced at the end of each financial year. They are available on our website and distributed to members, funding bodies and relevant stakeholders.
9. Administration, Systemic Advocacy and Individual Advocacy induction packages are reviewed for relevance and amended as required.
10. Employees receive one to one ongoing supervision in the following areas: Administration, Professional Development, and Professional Practice. Areas for improvement will be identified and actions will be agreed and monitored throughout each person’s employment.
11. A yearly performance appraisal will be conducted to enhance continuous improvement in employees’ performance.

# Employee Training Policy & Procedure

**1) Policy Title**

Employee Training Policy

**2) Policy Statement**

**Purpose:**

To establish a set of policies and procedures which give clear guidelines to employees on the process for requesting and training.

**Aims:**

* Training needs are identified and documented.
* Training needs are address through an appropriate process and within the budget, resources and constraints of People with disabilities (WA).

**3) Scope**

This policy is for all employees.

**4) Related Documents:**

* Induction Package
* Training Request form
* Employee Performance Management Policy
* Quality Management Policy

**5) Procedure**

1- Each new employee will be provided with an Induction Package and given an introduction to the organisation by appropriate peers and managers.

2- All employees will be assisted to understand and execute their role.

3- Line managers will assist to identify professional development opportunities for employees and match these to available courses, training and events.

4- Employees share responsibly for their own professional development and can complete training request forms for any training they consider relevant to their position. This will be submitted to their line manager for consideration.

5- Line Managers are to consider the relevance of the training along with its benefit to the individual and organisation. The managers must ensure it is within budget parameters and resources.

**Protection of Human Rights and Freedom from Abuse Policy and Procedure**

**1) Policy Title**

Protection of Human Rights and Freedom from Abuse Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures that ensure people with disabilities in Western Australia receive advocacy services that support their legal and human rights to be free from abuse and neglect.

**Aims:**

* To reduce the risk of abuse, neglect and discrimination of people with disabilities.
* To uphold and promote the legal and human rights of each person with disabilities.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* UNCRPD
* Risk management policy
* Duty of Care policy and procedure

**5) Procedures**

1. Abuse, neglect or harassment of any person with a disability will be challenged by People with disabilities (WA). Committee members, employees or volunteers who engage in such activity will be subject to legal and/or disciplinary processes.
2. Committee members, employees and volunteers are informed and trained on the legal and civil rights of people with disabilities.
3. People with disabilities (WA) is committed to uphold legal and human rights. This is the core of the advocacy activity.
4. People with disabilities and their families are provided with information about their rights to live free from abuse and neglect. Their entitlement to independent advocacy and support if their rights are infringed is also made clear.
5. Strategies and actions to prevent abuse and neglect is a key priority for People with disabilities (WA).
6. If an employee or volunteer witnesses abuse or neglect they must report it to the relevant authorities and inform the Executive Director or his/her delegate immediately. .

**Medication Policy and Procedure**

**1) Policy Title**

Medication Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures outlining the level of medication support People with disabilities (WA) is able to provide to service users.

**Aims:**

* To ensure that People with disabilities (WA), Committee of Management members, employees, volunteers and other unpaid persons involved in organisation business are not involved in the administering of medication to any person.

**3) Scope**

This policy is intended for all Committee of Management members, employees, volunteers and unpaid employees involved in People with disabilities (WA) business.

**4) Related Documents**

* Committee of Management Induction Package
* Injury Management and Workers Compensation policy
* Individual Advocate Induction Package

**5) Procedures**

People with disabilities (WA) will ensure that all Committee of Management members, employees, volunteers and unpaid employees involved in People with disabilities (WA) have been informed about no involvement medication policy through the appropriate induction package.

**Duty of Care Policy and Procedure**

**1) Policy Title**

Duty of Care Policy

**2) Policy Statement**

**Purpose:**

To establish policies and procedures stating the duty of care responsibilities relating to People with disabilities (WA) clients.

**Aims:**

* To safeguard the welfare and wellbeing of People with disabilities (WA) clients.

**3) Scope**

This policy is intended for all Committee of Management members, employees and volunteers.

**4) Related Documents**

* People with disabilities (WA)'s Mission, Vision and Values.
* Protection of Human Rights and Freedom of Abuse Policy and Procedure
* Consultation, Participation and Integration Policy and Procedure
* Valued Status Policy

**5) Procedures**

Duty of care exists where a client is reasonably likely to be affected by what our organisation does or doesn’t do, that is, what information our organisation provides or fails to provide in response to an inquiry; what actions our organisation takes or fails to take in response to a request requiring advocacy support and what information our organisation provides.

People with disabilities (WA) Committee of Management members, employees and volunteer have a duty of care to clients, consequently each person needs to:

1. Take reasonable care not to cause harm to other people or their property.
2. Compare possible benefit against possible harm.
3. Develop strategies to minimise risk.
4. Balance rights of all stakeholders with possible risk.
5. Where possible, ensure all stakeholders are informed of potential risks and benefits involved.
6. Ensure Restrictive practices are not used and that advocates promote the use of Positive Behaviour strategies.

# Register of policies and procedures

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| --- | --- | --- | --- |
| **Policy** | **Date Reviewed** | **Signature** | **Next Review Date** |
| Employees And Volunteers Code | March 2018 | Samantha Jenkinson, Executive Director | October 2020 |
| Drugs And Alcohol | March 2018 | Samantha Jenkinson, Executive Director | October 2020 |
| Dress Code | March 2018 | Samantha Jenkinson, Executive Director | October 2020 |

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| --- | --- | --- | --- |
| **Policy** | **Date Reviewed** | **Name, PositionSignature** | **Next Review Date** |
| Individual Advocacy | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Systemic Advocacy | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Individual Needs | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Decision Making And Choice | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Privacy, Dignity And Confidentiality | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Consultation, Participation And Integration | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Valued Status | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Complaints and disputes | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Quality Management | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Employee  Training | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Protection Of Human Rights And Freedom From Abuse | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Medication Policy | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |
| Duty Of Care | March 2018 | Samantha Jenkinson, Executive Director | November 2020 |