

POLICY NUMBER: NDIS SER DEL 4

INTENT

The intent of this policy is to ensure that the individual values and beliefs of all Participants are upheld.

DEFINITION

Values: are stable long-lasting beliefs about what is important to a person. They become standards by which people order their lives and make their choices.

Beliefs: will deliver into a value when the person's commitment to it grows and they see it as being important.

POLICY STATEMENTS

- People with disabilities have the same right as other members of Australian society to realise their full potential. They should be supported to participate in and contribute to social and economic life.
- Real Living Options Association Inc. is committed to the inclusion of all people regardless of their background, ethnicity, culture, language, beliefs, gender, age, sexual orientation, socioeconomic status, level of ability, additional needs, family structure or lifestyle.
- Real Living Options Association Inc. supports inclusion of, and access for people with disabilities to mainstream and community-based activities and other government initiatives (Australia's Disability Strategy 2021-2031).
- Real Living Options Association Inc. commits to cultural diversity and to support our participants by respecting their culture, values, beliefs, and religion. The Service will recognise and value the multicultural nature of Australian society and provide specific acknowledgement and support to the customs of people who use the Service.

PROCEDURES

Real Living Options Association Inc. will:

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INDIVIDUAL VALUES AND BELIEFS

- Deliver flexible services that are designed to meet the needs of diverse peoples. The Service will actively provide a work environment that supports, values and encourages cultural diversity.
- Identify any real or potential barriers for the participant to access our services.
- Include strategies to ensure, as far as practicable there is equity for all people including:
 - Treating all people equally according to their human rights.
 - Ensuring inclusion of all people regardless of their background, ethnicity, culture, language, beliefs, gender, age, sexual orientation, socioeconomic status, level of ability, additional needs, family structure or lifestyle.
 - Promoting inclusive practices and ensuring the successful involvement of Participants in the community to enable them to reach their goals and aspirations.
- Collaborate with the Participant to identify their culture, diversity, values and beliefs. Real Living Options Association Inc. acknowledges the Participant's right to practice their cultures, values and beliefs and will work with the Participant to ascertain how and when they wish to participate in any religious or cultural practices. The team must respond sensitively to the Participant's requirements and work with the Participant to access their required supports.
- Recognise, respect, promote and celebrate the value of cultural diversity.
- Adopt and implement inclusive and culturally diverse policies and strategies.
- Be committed to social inclusion and community participation, in both the delivery and expansion of services, for Participants. The Service will work in partnership with the community, Aboriginal and Torres Strait Islander people, culturally and linguistically diverse groups, people with different sexual orientations and those with disabilities as required and as opportunities arise.
- Improve and support the varying needs of people with disabilities, their families and advocates, and access links between other service systems by:
 - Consulting with Participants to facilitate the provision of fair, equitable and transparent services.
 - Working with services in the community to ensure Participants are provided with relevant contacts to other services and community networks to enable the development of their personal goals, outcomes and aspirations, in line with their Support Plan.
 - Actively encouraging and supporting Participants to maintain personal networks, community connections and participate in their community.

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- Using networks and community engagement feedback to inform management processes.
- Commit to making sure people with disabilities are connected into their communities by:
 - Providing information on mainstream services and community activities which will benefit people with disabilities, as well as their families and advocates.
 - Contributing to relevant links and networks within the community.
 - Encouraging participation and inclusion of people with disabilities by working in partnership with community organisations.
- Commit to identifying and liaising with other stakeholders. Stakeholder identification and contact are dependent on the Participant and may include local community support organisations, job networks, training organisations and housing agencies.
- Uphold and promote the legal and human rights of all people and abide by the United Nations Convention on the Rights of People with Disabilities and the Human Rights Act 2019 (Qld).
- Treat all people with courtesy, dignity, respect and will recognise their human rights to self-determination and privacy.
- Ensure that all Participants are treated fairly and in a non-discriminatory manner. This incorporates both intake and service delivery processes. Information provided will be in an Easy Read format wherever possible, but the Service will arrange relevant support in the form of home language, or an interpreter, as required. If a Participant has a barrier of not being able to read or understand information, then a support person will be provided to assist the Participant in understanding what is being said to them.
- 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. To assist the Participant in making choices about their level of participation in their relevant supports, the Service may:
 - Pursue contacts that have been chosen by the Participant.
 - 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.

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- Contact advocates to assist with the development of community support plans for the Participants.
- Support the rights of the Participant 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.
- Make relevant contacts for the Participant to assist in initial involvement with their selected group or individual.
- Work with Aboriginal and Torres Strait Islander people and culturally diverse groups to actively engage with their communities. Support provided from their community is incorporated within the support plan of the Participant. This support will be assessed, monitored, and reviewed to ensure that goals and aspirations of Participants are met using the relevant community supports.
- Provide services that meet the aspirations and goals of the Participant for inclusion in the community.
- Work with the community to actively encourage the Participant to participate in various activities, including employment, education, sporting activities, cultural events and any relevant activities.
- Commit to building relationships with and between key stakeholders, including governments, organisations, and communities, to obtain the best result for the Participants.
- Ensure that services are tailored to meet the Participant's needs flexibly; acknowledging that each person's needs are different.
- Place a high priority on providing early intervention and prevention in each Participant's case. By understanding the root causes of any issues and intervening early, problems can be more effectively managed.

Real Living Options Association Inc. 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.

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- Providing information on community events and other relevant networks that meet Participants' needs and identified goals.
- Operating in a manner that ensures all people can access our services.

DELEGATIONS

Management Committee

- Ensure as far as practicable that the Service adheres to and implement this policy.

General Manager

- Ensure as far as practicable that all staff adhere to and implement this policy.

All Staff

- Adhere to and implement this policy.

RELATED DOCUMENTATION

Consent to Release or Obtain Personal Information.

Intake Support Plan Assessment.

Personal Support Plan and Health & Medical Information.

REFERENCES

Disability Discrimination Action 1992 (Commonwealth).

Australia's Disability Strategy 2021-2031.

NDIS Practice Standards and Quality Indicators.

Privacy Act (1988).

United Nations Convention on the Rights of People with Disabilities.

Qld Human Services Act 2019.

Work Health and Safety Act 2011.

AMENDMENTS/REVIEWS

Amended 2011.

Amended 12/07/2012.

Amended 04/08/2016.

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Amended 22/02/2018.

Amended 30/04/2020.

Amended 02/03/2023.

Amended 21/05/2026.

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