



# **Respect to All Policy and Procedure**

## Purpose and Scope

Network Rehabilitation Group (NRG) are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion. NRG will provide equitable, high-quality service and supports to people from all backgrounds regardless of cultural or religious identity. NRG undertakes to provide services which are respectful and meet the cultural needs of our Participants.

This policy and procedure aligns with the NDIS Practice Standards Core Module Division 1 – Rights and Responsibilities: Individual Values and Beliefs. As an organisation we are committed to upholding the Racial Discrimination Act 1975.

This policy and procedure applies to all employees, Participants, their families, key supporters, and contractors who engage with Rehabilitation Support Services (RSS) and Network Case Management Services (NCMS).

## 1.0 Definitions

**Employee:** Includes all people engaged by a NDIS provider, including casual, part time and full-time employees as well as contractors.

**Participant:** Refers to a person who accesses supports from NRG either Network Case Management Services or Rehabilitation Support Services or both.

**Family:** Refers to people who may or may not be directly related to the participant but who the participant identifies as having a significant familial affect in the participants life.

**Key supporter:** Refers to friends, partners or others who have experience in providing ongoing care and support to our participants.

**Diverse populations:** Encompass people from a range of different social and ethnic backgrounds, genders, ages, ethnicity, sexual orientation, and faiths.

**First Nations:** Term used to identify the traditional custodians of Australia, the First Nations people.

**CALD:** Culturally and Linguistically Diverse people come from many different countries from across the world, have been born outside of Australia and speak a language other than English.

**LGBTQI+:** Abbreviation for people who identify as lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual and more.

**Mature age and inter-generational workforce:** Mature aged workers are those aged 45 years of age and above.

## 2.0 Policy and procedure

Network Rehabilitation Group welcomes the culturally diverse society we operate in and acknowledges everyone brings their lived experience and diverse cultural experiences when they work with us or receive supports from us.

We aim to ensure equitable access to supports for all people and aim to provide additional support, if requested, to remove barriers, where possible, for people from culturally diverse backgrounds.

## **Cultural recruitment strategy**

We have adopted a cultural recruitment strategy which focuses foremostly upon cultural fit, then experience, training, and qualifications. By changing our recruitment strategy to first learn about the candidate through a casual cultural catch up, then utilising the career valuation tool we assess if the candidate aligns with our cultural. To ensure we meet the needs of our Participants we have always had a focus on recruiting a diverse workforce which includes people that identify as First Nation's CALD, LGBTQI+, Mature age and people with a disability.

## **Workplace culture**

Our Purpose, Vision and Values drive our organisation and establish our culture. To ensure we are all living our values we encourage each other to ask themselves our reflective questions to ensure cultural accountability. Our Purpose, Vision, Values, and questions can be found in our Values booklet, our website, and throughout our internal documentation.

## **Supporting choice and control for our Participants and Employees**

Aligning with our Purpose, Vision and Values and the legislation we work within, we empower our Participants to have choice and control over their supports and who is supporting them. Our cultural recruitment strategy results in employees that not only have the skills but the attributes we desire to support our Participants. Our onboarding process for both Participants and Support Workers outlines that the Buddy Shift is the opportunity for both parties to get to know each other and they are both able to accept or decline working with each other. Throughout any time of the working relationship, whether this be between Participant and Support Worker or Participant and NRG, services can be changed or cancelled to meet the needs of those involved, in line with the cancellation policy

## **Our intake process**

We aim to reduce red tape for all our Participants and make our intake process as easy as possible for all, especially people from diverse backgrounds. We do this by keeping our forms as short as possible, whilst still capturing all the required information.

We offer different formats and options to complete the intake process, these include:

- We can post them out with a reply-paid envelope
- They can be completed online
- We can meet with the Participant and go through them
- If required, the office can access an **Interpreter service** for language and Auslan.

## **Accountability**

Our values include ask yourself questions to encourage all employees to reflect that they are being respectful to all. We encourage all employees to let their upline know what's occurring with colleagues so any concerns of employees not being respectful can be addressed. For more serious breaches of disrespect, we ensure employees adhere to our Incidents Policy and Procedure and Participants are encouraged to use the Compliments, Complaints and Feedback form.

All matters to do with employee and/or Participant accountability regarding not upholding our values and not being respectful to all are included in the agenda items for the Safety and Quality Committee.

## 5.0 Related internal documents

NRG Values  
 NRG Code of Conduct  
 NRG Risk Framework  
 NRG Risk Management Policy and Procedure  
 NRG Risk Register  
 NRG Restrictive Practices Policy and Procedure  
 NRG Incident Management Policy and Procedure  
 NRG Compliments, Complaints and Feedback Policy and Procedure  
 RSS and NCMS Service Agreements  
 RSS Support Worker Handbook  
 RSS Participant Handbook

## 6.0 Supporting legislation and standards

NDIS Act 2013  
 NDIS Code of Conduct 2018  
 NDIS Practice Standards  
 NDIS Incident Management and Reportable Incidents 2018  
 NDIS Quality and Safeguards Practice Standards and Quality Indicators  
 UN Convention of Rights of Persons with Disability  
 Disability Discrimination Act 1992  
 Universal Declaration of Human Rights  
 Fair Work Act 2009

### Authorised

*Brett Costello*

Brett Costello, Managing Director

Date: 14 November 2024

Document Name	Risk Management Policy and Procedure	Version	V2
Category of document	Culture	Applies to	All employees, contractors and Participants
Document owner	General Manager		
Initial Date Approved	12/01/2023	Next scheduled review date	14/11/2025
Printed or personally saved electronic copies of this document are considered uncontrolled			