

# INDIVIDUAL VALUES AND BELIEFS

## POLICY AND PROCEDURE

### Policy Statement

Mypower Foundation's Code of Conduct requires that all support professionals and facilitators be able to identify, appreciate and have respect for all cultures, diversity, values and beliefs of participants.

### Definitions

**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. A **belief** will develop into a **value** when the **person's** commitment to it grows, and they see it as being important.

### Procedure

To achieve this outcome, the following indicators should be demonstrated:

- At the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitively responded to.
- Each participant's right to practice their culture, values and beliefs while accessing supports is supported.
- Open communication between participants and the service provider regarding any observances that the participants want to be honoured or respected is encouraged
- Participants are encouraged to share their experiences and provide suggestions on how Mypower Foundations can better support their values and beliefs.
- Mypower Foundations' support professionals and facilitators will be expected to facilitate the client's participation in their religious and cultural traditions. All staff of Mypower Foundations will value and respect the freedom of religion that Australia permits, and their provision of service is with the understanding of enabling participants to practice their culture, values and beliefs free from prejudice, discrimination or judgement.
- Client information will cover the current ethnic mix of Mypower Foundations' clients to ensure they are aware of the ways to relate to participants in our care. Additionally, if a worker is assigned to a participant they have not previously supported, and if there are issues that the worker is not familiar with, they will be informed of the situation and given information necessary to work well with the participant.

- Additionally, Mypower Foundations will provide notes to support professionals for each client they commence working with to ensure the support professional is aware of the special needs in this area and to ensure that the participants' values and beliefs are accounted for.
- Should there be misunderstandings or disagreements related to cultural practices or beliefs, the Complaints and Feedback policy shall be followed to ensure a quick and satisfactory resolution.

## **Responsibility**

All support professionals and facilitators are expected to be willing to engage in conversations revolving around a participant's cultural practices traditions. These conversations will foster greater cultural appreciation and interest in recognising the importance of cultural celebrations when providing any service within the ethnic community. Religion and practices of these beliefs also plays a significant role in an individual's life.

Support professionals and facilitators should be proactive in their approach, seeking to learn and understand a participant's cultural and religious beliefs even before they engage with them when the information is made available.

## **Relevant Legislation and Policies**

- Privacy Act 1988
- Racial Discrimination Act 1975
- Australian Human Rights Commission Act 1986
- NSW Anti-Discrimination Act 1977
- Multicultural NSW Act 2000
- Work Health and Safety Act 2011
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities