

Valued Status Policy

Controlled Document

Purpose

The purpose of this policy is to set out how Activ will provide opportunities for customers to develop and maintain skills and to participate in activities that enable them to achieve valued roles in the community.

Scope

This policy applies to all Activ Accommodation and Community Services and Business Services sites, staff and customers and is framed around Standard 1 – Rights and Standard 3 – Individual Outcomes of the National Standards for Disability Services (NSDS).

Valued status is about how Activ will provide opportunities to customers that facilitate the achievement of valued status through employment, training and community inclusion. It ensures that customers have access to skill development activities to enable them to do similar things as other people in the community.

Valued status is also about how Activ promotes the belief of value and ability of individual customers.

Policy Statement

- Each customer will have a Person Centred Plan that details strategies for the achievement of their goals.
- Development of the customer's skills and competencies will result in a greater range of choice options and a decrease in the reliance of support.
- Activ believes that all customers of Activ should receive the same level of privacy, dignity and confidentiality as is expected by the rest of the community and is committed to ensuring that customers' rights are supported.
- Activ is committed to collecting and holding only relevant personal and sensitive information that is required for the primary purpose of providing services and to meet our duty of care obligations to customers and their families.

Activ will:

1. Ensure that each customer has the opportunity to develop and maintain skills and to participate in activities that enable him or her to achieve valued roles in the community.
2. Promote the belief and ability of customers to fulfil valued roles in the community.
3. Promote employment opportunities for customers.
4. Support chosen transitions from one service to an alternative option.
5. Develop and maintain customers' skills relevant to their roles in the community.
6. Ensure that promotional information about products and services supports the belief and ability of people with disability.
7. Monitor each customer's perceptions, feedback and/or satisfaction on the extent to which the service promotes their valued status.

Business Services will:

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1. Provide on-the job training to enable supported employees to acquire the requisite skills to do the job for which they are employed. This will include the development of appropriate work behaviours and attitudes and an awareness of an employee's rights and responsibilities. Due to the nature and level of disability 'on-the-job' training is frequently ongoing. Support services may be dictated by funding contract and commercial requirements.
2. Provide Minimum Conditions of Employment, including pro-rata productivity award based wages, and develop and maintain commercially viable enterprises.
3. Maintain a dual focus; the provision of supported employment through commercially viable enterprises.
4. Ensure each employee's skills, ability and knowledge is matched to a variety of jobs.
5. Promote the development of each employee's skills, ability and knowledge in order to enable role advancements when the opportunity arises.
6. Ensure that workplace practise (language used, documents, physical layouts, furnishings, routines and amenities) and culture (assumptions, values and beliefs) supports the valued status of employees.

Key Performance Standards

- All customers will have a Person Centred Plan.
- All customers will have a scheduled annual opportunity (with or without their advocate) to communicate their individual needs and goals so that services can be customised.
- All customers will have access to any information that may facilitate the achievement of their goals or broaden their choice options.
- All customers will have access to information provided by a noticeboard or newsletter.
- All customers will have opportunities to provide feedback.
- All employees will have a workplace and residents will have a home that practises a culture that supports their valued status.
- All customers will have access to promotional information about Activ products and services that supports the belief and ability of people with disability.
- All customers will have access to promotional information about Activ products and services that supports the belief and ability of people with disability and is in an accessible format.

Relevant Legislation

- Disability Discrimination Act, 1992.
- Disability Services Act, 1986.
- Equal Opportunity Act, 1984.
- Equal Opportunity for Women in the Workplace Act, 1999.
- Guardianship and Administration Act, 1990.
- Human Rights and Equal Opportunity Commission Act, 1986.
- Minimum Conditions of Employment Act, 1993.
- Occupational Safety and Health Act, 1984.

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- Racial Discrimination Act, 1975.
- Sex Discrimination Act, 1984.
- Privacy Act, 1988.
- Privacy Amendment (Private Sector) Act, 2002.
- Workplace Relations Act, 1996.

Internal Key Related Policies

- Code of Conduct and Ethics (AQuA 1867)
- Employee Code of Conduct. (AQuA 1508)
- Employee Performance Management Policy (AQuA 296)
- Equal Employment Opportunity Policy (AQuA 195)
- Dress Code Policy (AQuA 112)
- Health and Safety Policy (AQuA 1378)
- Human and Social Issues Policy. (AQuA 103)
- Positive Behaviour Support Policy (AQuA 258)
- Privacy Policy (AQuA 111)
- Person Centred Approach Policy (AQuA 1969)

Internal Key Related Documents

- Activ's Employee Human Resources Manual (AQuA 64)
- Activ Competency Based Wages Assessment System Manual. (AQuA 484)
- Activ Foundation Inc. Australian Disability Enterprise, Supported Employees Enterprise Bargaining Agreement (AQuA 773).
- Employee Training and Support Assistance Plan (AQuA 279)
- Employee Performance Management Policy Activ Job Support Plan Framework. (AQuA 296)
- Activ Employee Transition Procedure (AQuA 549)
- Goal Achievement Progress Reports (2282)
- Goal Action Plan (2283)
- Learning Logs (2284)
- My Information (AQuA 2047)
- One Page Profile
- Summary of Goal Setting Day (2429)

Definitions, Related Documents and Related Performance Standards Also refer to the NSDS Quality Assurance Manual (AQuA 1)

Consultation Process

- Policy Working Group
- Policy Consultation Procedure
- Team Leaders



VALUED STATUS

My rights:

- To develop and maintain skills and participate in activities to enable me to achieve a valued role in the community.
- To receive support and encouragement to participate in activities that are valued by the community.
- To be provided with opportunities to develop and maintain my skills, capacities and have a lifestyle that I value and is valued in my community.
- To have my abilities, competencies and contributions promoted in the community.

Activ's Valued Status Policy (AQuA #31)

Activ believes that you have the right to develop and maintain skills and participate in activities that would enable you to achieve a valued role in the community.

My responsibilities:

- To look for opportunities to develop and maintain skills and participate in activities that would enable me to achieve a valued role in the community.
- To ask Activ's staff to give me information about other activities that would enable me to achieve a valued role in the community.
- To learn new skills of interest to achieve or maintain my independence.
- To participate in activities I have committed myself to.
- To advise staff if and when I can't attend, giving sufficient notice.

How will Activ help me to achieve valued status in the community?

- Activ will develop a person centred plan and one page profile that will guide staff on the services and supports required to respond to your goals.
- Activ will record your goals, including employment, training and lifestyle choices in your person centred plan.
- Activ will listen to you, your family, guardian, advocate or carer when developing your plan.
- Activ will find the best way to train you with new skills.
- Activ will work with community groups to enable you to participate in activities valued by the community.
- Activ will provide you with information about opportunities in the community and assist you to access them.

Activ can provide you with this policy and/or can discuss any aspects of it with you should you require more information.