

# Human Rights Policy and Framework

The Cerebral Palsy Support Network (CPSN) works in partnership with our members to share knowledge, create connections and provide support.

## Policy and Framework Statement

The purpose of this document is to outline the Human Rights Policy and Framework which underpins the Purpose, Values, and all activities of the Cerebral Palsy Support Network (CPSN).

### Preamble

The United Nations Global Compact Office and Office of the United Nations High Commissioner for Human Rights, recommends that businesses develop a human rights policy:

- “To provide a basis for embedding the responsibility to respect human rights through all business functions.
- To respond to relevant stakeholder expectations.
- To identify policy gaps and initiate a process that alerts the company to new areas of human rights risk.
- To elaborate on the company’s commitment to support human rights.
- To build increased trust with external stakeholders and to start to understand and address their concerns.
- To foster the development of in-house learning, management capacity and leadership on human rights issues.
- To demonstrate international good business practice.”

(United Nations Global Compact Office and Office of the United Nations High Commissioner for Human Rights, 2011, A Guide for Business How to Develop a Human Rights Policy, p.3).

They identify that as a minimum, an organisation’s Human Rights Policy should respect international human rights standards, have policies and processes in place to identify, prevent or mitigate human rights risks, and remediate any adverse impact it has caused or contributed to. Other policies may go further, in supporting the development of human rights (United Nations Global Compact Office and Office of the United Nations High Commissioner for Human Rights, 2011, A Guide for Business How to Develop a Human Rights Policy).

As an organisation committed to working in partnership with our members to share knowledge, create connections and provide support, CPSN’s purpose embodies not only a commitment to respecting but also supporting and promoting human rights. Upholding the human rights of our clients, (and where appropriate, their decision makers), our staff, and all who are touched by CPSN’s work, is the most foundational commitment of the organisation. All CPSN’s policies, procedures, and practice, across its entire sphere of influence are founded on a commitment to human rights.

## Policy

**Cerebral Palsy Support Network Inc (CPSN) is committed to actively promoting and safeguarding the human rights and inherent dignity of people living with disability.**

CPSN is committed to providing quality and safe services and understands that to achieve this, services need to be provided in a way that recognise, affirm, value, and preserve the rights of people living with disability.

CPSN is committed to realising the human rights of people with disability as espoused in the United Nations Convention on the Rights of Persons with Disabilities (CRPD), other international rights-based treaties and declarations, and domestic legislation and instruments, whether Federal or State.

CPSN commits to recognising that people with disability (and where appropriate, their decision makers), their family and their staff have the right to:

- have their human rights, dignity, diversity, culture, identity and lived experience respected, valued and preserved
- be treated with respect and dignity and access services on an equal basis, free from discrimination
- have access to information, resources and support in an accessible manner to help inform decision making and improve choice and control
- privacy – any information about individuals will be collected and stored in compliance with CPSN's Privacy Policy
- access CPSN services that are provided in a welcoming, safe, and secure environment
- provide feedback on CPSN services, including the right to offer suggestions or make complaints.

### Record of policy development

Version	Date approved	Date for review
2	November 2022	November 2024

### Responsibilities and delegations

This policy applies to:	Members and clients, (and where appropriate, their decision makers), all staff, volunteers, contractors, and the Board of CPSN.
Policy approval:	Board
Review of Policy Compliance	CEO
Specific responsibilities:	Board CEO All General Managers All staff All clients (and where appropriate, their decision makers)

### Policy context - this policy relates to:

Service Standards	NDIS Practice Standards and Quality Indicators, 2020 NDIS Practice Standards Verification Module – Required Documentation, 2020 National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 National Principles for Child Safe Organisations, 2018 Victorian Child Safe Standards, 2021
Legislation	National Disability Insurance Scheme Act 2013 Fair Work Act 2009 Equal Opportunity Act 2010 Equal Employment Opportunity (Commonwealth Authorities) Act 1987 Occupational Health and Safety Act 2004 Workplace Gender Equality Act 2012 Disability Act 2006 (Vic) Disability Discrimination Act 1992 (Cth) Equal Opportunity Act 1995 (Vic) Children Youth and Families Act 2005 (Vic) National Disability Insurance Scheme Act 2013 (Cth) Carers Recognition Act 2012 (Vic) Freedom of Information Act 1982 (Vic) Privacy and Data Collection Act 2014 (Vic) Privacy Act 1988 (Cth) Health Records 2001 (Vic) Competition and Consumer Act 2010 (Cth) Charter of Human Rights and Responsibilities Act 2006 (Vic)

Contractual obligations	NDIS Quality and Safeguarding Framework, 2016 NDIS Practice Standards and Quality Indicators, 2020 NDIS Practice Standards Verification Module – Required Documentation, 2020
CPSN Policies, and Procedures	All CPSN policies and procedures are predicated on this framework. In particular: Diversity and Inclusion Policy Safeguarding Vulnerable Persons Policy Quality Assurance Policy Risk Management Policy Risk Management Register Financial and Fraud Risk Management NDIS Code of Conduct Child Safe Code of Conduct Child Safe Policy Underperformance and Misconduct Policy Performance Policy Training and Professional Development Policy Complaints Management Policy and Procedure Work Health and Safety Policy and Procedure Bullying and Harassment Policy and Procedure Diversity and Inclusion Policy IC Participant Support Plan IC Participant Service Agreement
Other	United Nations Convention on the Rights of People with Disabilities (CRPD) Charter of Human Rights and Responsibilities Act 2006, Victoria

## Principles

CPSN has adopted the following principles which are founded in human rights and guide its Practice Framework and services:

- rights based and person-centred
- self-determination, citizenship, and participation
- collaboration, networks, and partnerships.

## Implementing this Policy and Framework

### **Roles and responsibilities for respecting, promoting and safeguarding the human rights and inherent dignity of people living with disability.**

The Human Rights Policy and Framework is based on everyone contributing to the shared vision of rights-based, person-centred, high-quality, effective, and safe services and supports. Specifically, the following roles and responsibilities are important for governance:

- Members and Clients (and where appropriate, their decision makers) – participate in partnership with CPSN to articulate their needs and preferences for support, and to co-design a unique package of CPSN services to meet their needs. Clients will respect the safety and rights of staff, provide feedback on staff performance and on organisational policies and procedures to support CPSN to improve its services, organisational systems, and governance.
- Key people in a client's or a member's life – support the client to achieve the life they choose. Some key people also support the client to access support, select staff, monitor, and review service quality and safety, manage payments and other support tasks within the parameters of the framework. Clients also provide feedback on staff performance and organisational policies and procedures to support CPSN to improve its services, organisational systems, and governance.

- Staff – are accountable for their actions and work within the parameters of the framework and CPSN policies to provide rights-based, person-centred, high-quality, effective, and safe services and supports. In doing this they:
  - actively work with clients to maximise their choice and control over the supports they receive to live the life they choose
  - identify safety and other risks and raise them with their managers, as well as other opportunities to continuously improve services. At all times staff will act in accordance with relevant legislation and the NDIS Code of Conduct.
  - embrace opportunities for skill and knowledge improvement which will enhance service quality and evidence-based practice.
- Managers – in addition to the requirements of staff, managers implement the policies, procedures, operational and strategic directions approved by the CEO and Board by establishing and maintaining systems to support staff and service delivery. Managers ensure that staff understand their roles and are held accountable for the services they provide. Managers identify opportunities for improvement by critically reviewing operations and industry developments and foster a culture amongst all staff of safety, respect, integrity, accountability, and continuous improvement. Managers assist the Board by ensuring accurate reporting, responding, and managing issues of concern over safeguarding and quality and monitor the effectiveness of services.
- CEO – in addition to the requirements of staff and managers, the CEO creates a culture of rights-based practice, person-centredness, safety and continuous improvement of service provision, systems and governance and ensures that CPSN achieves its strategic and operational goals. The CEO is responsible for delegating responsibility for financial, people and culture, operations, record keeping, policy development and accountability to the CPSN Leadership Team.
- Board – determines the strategic direction of service provision by establishing, monitoring, reviewing, and improving CPSN frameworks and key policies, as well as the organisational and governance systems to support them. The Board are accountable for the quality and safety of all people involved in services provided by CPSN, and leading a culture that demonstrates its values, commitment to continuous improvement and accountability for practice.

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