

Individual Values & Beliefs Policy

The focus of Activ8 Mind is to provide mental health and human services to NDIS participants with the aim of empowering them to lead fulfilling and independent lives. In order to achieve this goal, we believe it is crucial to have a policy that outlines our values and beliefs. This policy is established to inform and guide our staff in their interactions with NDIS participants, their families, and other stakeholders. Participants should be supported to participate in and contribute to social and economic life. Activ8 values diversity on an individual level. We are dedicated to the creation and maintenance of an environment where people can draw upon their own diverse backgrounds, experiences, perspectives, and ideas in achieving their goals.

Definition

People with disabilities have the same rights as other members of society.

Purpose

Each participant accesses supports that respect their culture, diversity, values and beliefs and they are supported in practicing any such individual values and beliefs. We understand at Activ8 that all people have the right to be heard and treated with dignity and respect.

Scope

Applies to all staff and contractors engaged in service provision or admin support for NDIS participants

Policy

Activ8 Mind provide a flexible service and offer reasonable accommodation for individuals with differing cultures, values, and beliefs in accordance with federal, state, and local law, including religious beliefs, observances, and practices.

We understand that participants can have different and unique languages, customs, beliefs, healing practices and cultural practices depending on what community they are from.

For many cultures, the topic of mental health is a very sensitive area as such it is highly important that we uncover the cultural values of our clients in relation to all aspects of our services, to better tailor our communication and approach with the development of goals and activities.

We understand that for some individuals, the values, and beliefs they hold may take precedent over the delivery of our services. We also understand that it is important to consider the individual's family and community. We work with participants to identify how they wish for their beliefs to be incorporated. To provide culturally appropriate assistance, Activ8 attempts to better understand held values and beliefs and prioritises the discovery of this on an individual basis, which commences at the time of referral.

If any participant is unable to communicate clearly in English, we engage a translator and provide written information about services in the person's preferred language.

The type of support and responses will be determined through consultation with the participant and following the choices made by the participant. We may therefore engage with and seek information from community services and groups, government agencies and advocates.

Procurement of feedback captures how Activ8 has respected the culture values and beliefs of participants.

Participants are provided with information in their Service Agreement on how to make a complaint, this would include making a complaint if they felt their culture, values and beliefs are not supported whilst accessing supports

Activ8 provides a working environment which embraces diversity and upholds the practice of individual beliefs and values. Activ8 staff undertake training in cultural responsiveness upon induction, complete the NDIS worker orientation modules and are afforded time to review and become familiar with the Individual Values and Beliefs Policy

Values and Beliefs

1. **Respect and Dignity:** We value and respect the dignity of all individuals and believe in treating everyone with respect and compassion, regardless of their gender, age, ethnicity, religion, or disability.
2. **Autonomy and Choice:** We recognise the importance of individual autonomy and strive to empower NDIS participants to make their own decisions and choices concerning their wellbeing and mental health.
3. **Inclusivity and Diversity:** We value diversity and inclusivity in all aspects of our work. We promote a culture of acceptance, understanding, and celebration of differences among NDIS participants, their families, and our staff.
4. **Person-Centred Approach:** We believe in the importance of placing the individual at the centre of their care and support. We strive to understand the unique needs and preferences of each NDIS participant to provide personalised and effective services.
5. **Collaboration and Partnership:** We believe in the power of collaboration and partnership in achieving the best outcomes for NDIS participants. We work closely with NDIS participants, their families, and other stakeholders to ensure their voices are heard and their needs are met.
6. **Empowerment and Independence:** We believe in the potential of every individual to grow and thrive. We aim to empower NDIS participants to live independently and achieve their goals, while providing them with the necessary support and guidance.
7. **Integrity and Professionalism:** We uphold the highest standards of integrity and professionalism in all our interactions with NDIS participants, their families, and other stakeholders. We are committed to delivering quality services and maintaining ethical practices at all times.

Implications for Practice

1. **Client-Centred Care:** Our services are based on the values and beliefs outlined in this policy. We encourage our staff to adopt a client-centred approach, where the needs, preferences, and goals of NDIS participants guide their practice.
2. **Culturally and Linguistically Appropriate Services:** We recognise the importance of providing culturally and linguistically appropriate services to our diverse NDIS participants. Our staff are expected to have an understanding of cultural and linguistic diversity and the ability to communicate effectively with NDIS participants and their families.
3. **Inclusivity and Accessibility:** We are committed to providing inclusive and accessible services to all NDIS participants, regardless of their ability, background, or circumstances. We strive to remove any barriers that may hinder access to our services.
4. **Respectful Communication:** We expect our staff to communicate with NDIS participants, their families, and other stakeholders in a respectful and inclusive manner. Our staff are encouraged to use appropriate language and actively listen to the perspectives and needs of others.
5. **Continual Improvement:** We believe in continual improvement and strive to review and update our values and beliefs policy regularly. We encourage feedback from NDIS participants and other stakeholders to help us improve our services and ensure they align with our values and beliefs.

