

1. Purpose

This Policy outlines principles that underpin Avivo's work with customers.

2. Policy

Human Rights, Control and Decision Making

At Avivo, we support customers to live life as valued citizens, upholding their human, legal and consumer rights.

We recognise and respect each customer's right to live their life as they choose with their unique values, cultures and beliefs.

We respect and support customers' rights to make decisions and to take calculated risks.

We support customers to make informed decisions about the benefits and risks of support and services under consideration and we respect their rights to change their mind or withdraw consent for agreed support activities at any time.

We respect and assume adults make their own decisions and respect family and carers as decision makers for children under the age of 18 years.

Where adults have decreased capacity to make decisions about their supports and services, we seek a formally appointed decision maker.

Support and Service Relationship

We work in partnership with each customer, and with their consent, their family, carers and community to provide the support and services they choose.

We recognise and value the role of family members and carers and respect their rights, views, needs and goals.

We design and develop supports and services with each customer to develop and maintain their quality of life based on their needs, goals and preferences.

We provide each customer with information and time to consider and review options and seek advice if required, throughout their experience with Avivo.

We respect customers' right to choose their support partners and to change providers.

We respect and support customers' rights to access and involve an advocate of their choosing in making decisions and communicating with Avivo.

We seek to ensure customers have continuity of support throughout times of change and crisis.

In partnership with Avivo, customers, families and carers have responsibilities including:

- respecting the human, legal and industrial rights of employees;
- ensuring a customer's home is a safe place to work;
- respecting employees and their individual, cultural and lifestyle differences; and
- treating employees without exploitation, abuse, discrimination, or harassment.

Privacy and Confidentiality

We respect and protect the privacy and dignity of our customers, including their right to take calculated risks.

We inform customers of our privacy and confidentiality procedures.

We support customers to understand what personal information is collected, why it is needed and seek their consent to collect this information.

We respect customers' information belongs to them and keep it safe and secure.

We recognise our duty of care carries greater weight than confidentiality in matters of care and protection and we are transparent with customers about our duty of care. If there are significant concerns about a customer's safety or wellbeing, we discuss and report these with an appropriate authority, whenever possible, with the customer's consent.

We report information about customers and services to funding bodies as required by the relevant legislation and funding guidelines.

Communication and Open Disclosure

We are open, honest and ethical in our communication with customers.

We provide timely information using the language, mode of communication and terms that each customer is most likely to understand.

We actively listen to customers and welcome their feedback.

We act in our customers' best interest. If an adverse event occurs in relation to our services, we respond promptly and support the customer throughout the investigation and resolution process.

Freedom from Harm

We seek to ensure customers live life free from harm including violence, abuse, neglect, exploitation or discrimination.

We work to prevent and respond to any potential or actual harm and strive to ensure that customers are not harmed due to an action or interaction with Avivo. We work collaboratively with our customers and others to prevent and address harm.

We provide customers with access to an advocate where allegations of harm have been made.

We investigate and act on all allegations and incidents of harm involving a customer. We support and assist each customer affected, record details and outcomes of investigations and take action to prevent similar incidents occurring again.

We monitor and report incidents internally and to funding bodies as required.

Restrictive Practice

We are committed to reducing and eliminating restrictive practices.

We do not impose restrictive practices that impinge on customer's human rights unless it is required for the safety of themselves or others and only after all other alternatives have been explored. If a restrictive practice is required, a comprehensive support plan, training and reflection will guide our use of the practice.

We work to eliminate any practice or procedure that restricts a customer's freedom or rights unnecessarily.

We monitor and review restrictive practices and report to external bodies as required

Complaints

We provide customers with information on how to give feedback or make a complaint, including through external organisations. We also inform them of their right to access advocates and take complaints to an independent body.

We provide a supportive environment for any person who provides feedback and/or makes complaints.

We listen and address customer concerns and complaints and understand customers may feel vulnerable or fear retribution when doing so.

We take complaints seriously, ensuring procedural fairness and natural justice.

We continually improve our complaints and feedback processes through input and advice from customers and other parties.

Skills and Responsibilities

We invest in colleagues to ensure we are skilled, knowledgeable, and capable of meeting and exceeding customer expectations.

We take responsibility for respecting, upholding and safeguarding customers' rights.

We take responsibility for providing quality support to customers within the scope of our knowledge, competence and skills and do not undertake tasks or roles we are not qualified to do.

Organisational Governance and Development

We continually improve the quality and safety of our supports and service by actively reflecting, identifying issues and trends, and taking action to make positive change.

We provide opportunities for customers to contribute to the development and governance of the organisation.

We involve customers in developing Avivo and designing strategy, policies and processes.

3. References

[Convention on the Rights of Persons with Disabilities](#) (2006)

Disability Discrimination Act 1992

[Australia's National Disability Insurance Scheme \(NDIS\) Act, 2013](#)

NDIS Practice Standards (2021)

Authorisation of Restrictive Practices in Funded Disability Services Policy – Western Australia (2020)

National Standards for Mental Health Services (2010)

Mental Health Act 2014

Aged Care Quality Standards (2021)

Aged Care Quality Standards Aged Care Act 1997

[Aged Care \(Living Longer Living Better\) Act 2013](#)

[Aged Care Amendment \(Red Tape Reduction in Places Management\) Act 2016](#)

[Aged Care Legislation Amendment \(Increasing Consumer Choice\) Act 2016](#)

[Aged Care Quality and Safety Commission Act 2018](#)