# DISABILITY POLICY

## Policy Statement:

Kiama Community College (the College) is committed to providing services to clients in a fair and equitable manner. The College embraces the principles of inclusivity and diversity in all aspects of service delivery.

The College is committed to providing an environment of equal opportunity free from discrimination for all clients, staff, employees and members regardless of disability, race, gender, religion or ethnicity.

## Scope:

This policy applies to and includes all operations of the College including its staff, employees, volunteers and members.

The College ensures that, in all dealings with clients, its staff, employees, volunteers and members have access to and abide by their legal obligations as they relate to the following legislations.

## Legislations:

- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Discrimination Act 1992
- Disability Standards for Education 2003
- Discrimination Act 1984
- Equal Employment for Women in the Workplace Act 1989
- Age Discrimination Act 2004
- NSW Anti-Discrimination Act 1977
- NDIS (Code of Conduct) Rules 2018
- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS (Practice Standards – Worker Screening) Rules 2018
- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2015
- Work Health & Safety Act NSW, 2011
- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012

The College is committed to the NDIS Practice Standards in the delivery of the RISE Program and in all its interactions with people who have a disability and their families. The following sets out our commitment.

### Client Rights

- The College will recognise, promote and fully respect clients' rights to dignity and respect, freedom of expression, self-determination, choice and control, confidentiality and privacy and ensure to the best of our ability that clients are free from discrimination, exploitation, abuse, harm, neglect and violence.
- During their induction, clients are provided with information outlining their rights and responsibilities.
- All staff employed with the RISE Program have signed a Code of Conduct & Privacy, Dignity, Confidentiality & Respect policy document.

### Participation and Inclusion

- The College will focus on people with a disability being valued members of their communities and will work with them, their family and friends to foster opportunities for meaningful participation and active inclusion in the RISE Program and the wider community.
- A Policy on Community Inclusion sets out ways in which students may be able to participate in their community.

### Individual Outcomes

- The College will plan, deliver and review our RISE Program service to clients based on their personal strengths and goals and will ensure that our quality standards of practice support clients to exercise choice and control over the design and delivery of their participation with us.
- Clients will have the opportunity to complete their Student Feedback and Learning Plan on an annual basis and have it reviewed every six months.

### Feedback and Complaints

- The College will respect clients' rights and those of their family/carer to give feedback and make complaints if dissatisfied. Clients can expect a complaint to be dealt with in a manner that reflects their individual and cultural needs and be guided and supported in the process of resolving dissatisfaction.
- The College has a Student Complaints Policy, which sets out how to raise a grievance or complaint. (A pictorial version is also available.)

### Service Access

- The College will focus on the importance of providing information that is readily available, is adapted to individual needs and outlines the features and capacity of the services we provide. We will ensure that clients have access to those services in a way that is transparent, fair, equal and responsive. Information on how to access the RISE Program is provided on the College website and in College brochures and information flyers.

*Service Management*

- The College will ensure that clients receive quality services that are well managed and delivered by staff with the right values, attitudes, goals and experience, and quality services which are effectively and efficiently governed. We will strive to continually improve the quality of our service.
- The College has a Governance Action Plan which the Board of Management reviews annually and which details its approach to governance improvement.
- The College adopts a non-discriminatory approach towards recruitment and employment of staff and ensures that members of staff have the requisite knowledge and skill to carry out their duties in a way that ensures the wellbeing of clients.
- Members of staff have the opportunity for a performance review on an annual basis and to formulate a Development Plan to address any training or development needs.
- The College employs a RISE Coordinator to oversee all aspects of the delivery of RISE.

## Exit Procedure:

- The College makes provision for clients to exit programs if they choose; the College's refund policy (if applicable) is applied if clients withdraw prior to the course commencement.
- The College will provide written referrals to clients who indicate they would prefer to attend another service. Information will be provided to the client to ensure they make an informed decision.
- The College has the right to ask a client to leave the program if the client does not abide by the College's code of conduct or if the client behaves in a way that puts themselves or others at risk.
- Any client exiting RISE will be invited to participate in an exit discussion with the RISE Coordinator.

## Related Policies

Access and Equity Policy

Student Complaints Policy

Privacy and Personal Information Policy and Procedures

Code of Conduct & Privacy, Dignity, Confidentiality & Respect policy document