

CLIENT SELF-DIRECTION AND SAFETY

Civic is committed to promoting and recognising an individual's inherent right to self-determination, decision making and freedom of expression. Civic's systems of work ensures ethical, respectful and safe service delivery for children, young people and adults.

Fundamental to Civic's quality service delivery, are the Human Rights principles drawn from the United Nations Convention on the Right of Persons with Disability and the UN Convention on the Rights of the Child.

Self-Direction

In the first instance, Civic recognises that all clients have the capacity to make their own decisions and choices. Participation is an integral component of Civic's quality service delivery.

Civic considers it to be best practice to do things in a way that involves people to the greatest extent possible, even if this takes longer.

Civic also acknowledges and respects the evolving capacities of children and young people with disability.

We understand the importance of a circle of support (such as family members, carers, specialists or unpaid supports) in a client's life and the valuable and meaningful contribution they make to understanding and supporting an individual to self-determine and direct their services and supports.

Feeling Safe

Feeling safe and free from danger concerns all people. Civic is committed to each individual's right to control his or her own choices and decision making, and fully experience life in a safe and responsible manner. Civic understands that safety is not the absence of risk, but instead that safety is matching the level of risk to the individual's abilities, support needs and wellbeing. Determining the degree of risk shall occur by weighing the dangers in the environment, individual skills, experiences and supports.

Civic acknowledges the risks of harm, neglect, abuse or violence that some people with disability may face when using our services or supports. Civic has preventative measures in place to protect children and young people with disability, and adults (both with and without a disability) from abuse, harm, discrimination, exploitation, neglect or violence. This includes a commitment to practices that minimise risk, and the ability to respond appropriately to incidents where children and young people are at risk of harm.

All staff are expected to facilitate, support and promote clients to exercise their rights and responsibilities in relation to self-direction and safety.