



Quality, Safeguarding, Human Rights, And Commitment to Best Practice

It is our intention at Huon Valley PCYC to provide high quality supports and services to all clients and their relevant stakeholders. Our Quality, Safeguarding, Human Rights and Commitment to Best Practice Policy provides guidance on how we can achieve that. All employees, management, volunteers, and contractors should use this policy as a reference, in conjunction with our other policies and procedures, to provide high quality supports and services at all times.

We will:

- Comply with all relevant legislative, regulatory, and legal requirements at all times.
- Uphold the United Nations Convention on the Rights of Persons with Disability
- Uphold the United Nations Convention on the Rights of the Child
- Maintain a zero tolerance to any form of violence to, or abuse, neglect, or exploitation of our clients.
- Design, record, and deliver our services in a person-centred way.
- Clearly articulate and document our supports and services to enable our clients and their stakeholders to give informed consent and to have true choice and control over their supports.
- Encourage and empower our clients to practice self-advocacy and speaking up.
- Provide alternative communication options for clients and their stakeholders with communication difficulties.
- Ensure that we recognise and respond to the diverse and changing support needs of our clients.
- Encourage and foster a culture of inclusion where both clients and employees religious and cultural beliefs, sexual orientation, gender identity, ethnicity, age, differing abilities, values, opinions, and ideas are not only accepted but valued.
- Provide response systems to identify, report and respond promptly, adequately, and appropriately to, and without retribution to allegations, to all incidents, accidents, hazards, and breaches of company policies and procedures.
- Provide a systematic complaints policy and procedure to our clients and their stakeholders.
- Encourage and seek regular feedback from clients and their stakeholders, to improve the quality of our services and supports.
- Encourage and reward employees for sharing ideas relating to improving the standards and quality of our services and supports, and to meet accepted industry standards of best practice.

Version 01	Last Reviewed 01/07/24	Next Review 01/07/25
First Issued 01/07/2024		Approved By PRESIDENT

