

# Dignity and Respect

## Policy and Procedure

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### 1. Policy statement

- 1.1. Hartley Lifecare (Hartley) understands and recognises that all people with disability have human and legal rights which should be respected at all times.
- 1.2. Hartley provides supports which respect and protect the dignity and right to personal privacy of all clients. This is achieved through Hartley's organisational culture and the use of consistent processes and practices by Hartley employees, volunteers and other stakeholders.
- 1.3. Hartley supports each client's right to autonomy and dignity of risk in decision-making. When needed, each client is supported to make informed choices about the benefits and risks of the options under consideration.

### 2. Purpose

- 2.1. To demonstrate the organisational culture of dignity and respect that exists within Hartley with regard to each client's human and legal rights.
- 2.2. To describe how employees, volunteers and other stakeholders will behave and act respectfully in the execution of their duties.
- 2.3. To describe how employees, volunteers and other stakeholders will act in accordance with the beliefs and values of Hartley in supporting each client's dignity and personal privacy.
- 2.4. To maintain the professional interaction and ongoing relationships between Hartley and the clients, families, employees and other stakeholders
- 2.5. To maintain the good reputation of Hartley

### 3. Scope

- 3.1. This policy and procedure applies to all clients, their families and/or legal representative, employees, volunteers and other stakeholders of Hartley.

### 4. Definitions

**Human Rights** The Australian Human Rights Commission defines human rights as: the recognition and respect of peoples dignity, a set of moral and legal guidelines that promote and protect a recognition of our values, our identity and ability to ensure an adequate standard of living, the basic standards by which we can identify and measure inequality and fairness and those rights associated with the Universal Declaration of Human Rights.

**Dignity** is concerned with how people feel, think and behave in relation to the value of themselves and others. To treat someone with dignity is to treat them in a way that is respectful of them and as valued individuals. In a care situation, dignity may be promoted or lessened by physical environment, organisation cultures, attitudes and behaviour of the supporting team or others. When dignity is present, people feel in control, valued, confident, comfortable and able to make decisions for themselves.

**Respect** is due regard for the feeling, wishes or rights of others. Respect can be demonstrated through listening, affirming, and serving, also being polite, being kind and being thankful.

**Dignity of Risk** is the idea that self-determination and the right to take reasonable risks are essential for dignity and self esteem and so should not be impeded by excessively-cautious caregivers, concerned about their duty of care.

**Organisational culture** is a system of shared assumptions, values, and beliefs, which governs how people behave in organisations. These shared values have a strong influence on the people in the organisation and dictate how they dress, act, and perform their jobs.

## 5. Principles

- 5.1. All people have the right to receive respect for their human worth and dignity.
- 5.2. People with disability have the rights of freedom of expression, self-determination and decision-making.
- 5.3. Abuse, harm, neglect, exploitation and violence against people with disability will be actively prevented.
- 5.4. People with disability have the same right as other people to be able to determine their own best interests and make decisions that will affect their lives.
- 5.5. People with disability have the same right as other people to realise their potential for physical, social, emotional and intellectual development.
- 5.6. People with disability have the right to full participation in society equal to other people, according to their individual and cultural needs and preferences including their right to intimacy and sexual expression.
- 5.7. Hartley has a commitment to providing clients with information and support to understand and exercise their legal and human rights.
- 5.8. All people have the right to privacy of their personal information including recorded material in audio and/or visual formats. (Refer to Hartley's Privacy and Confidentiality Policy)
- 5.9. Hartley will undertake reasonable adjustments to ensure a fit for purpose environment is maintained in relation to the client's health, privacy, dignity, quality of life and independence.

## 6. Procedures

The following procedures have been directly adopted from the National Disability Insurance Scheme (NDIS) Code of Conduct and apply to all Hartley employees, volunteers, visitors and other stakeholders when supporting Hartley clients;

- 6.1. Act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- 6.2. Respect the privacy of people with disability, including but not limited to respecting an individual's personal space, belongings, information, photographs, social media and surroundings. Examples include knocking on a client's bedroom door, not talking about clients in front of them or in front of other people, ensuring a client's dignity is protected at all times.
- 6.3. Provide supports and services in a safe and competent manner with care and skill

- 6.4. Act with integrity, honesty, and transparency
- 6.5. Promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- 6.6. Take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- 6.7. Take all reasonable steps to prevent and respond to sexual misconduct.

## 7. Review Procedures

- 7.1. Hartley Lifecare may make future changes to this policy to improve the effectiveness of its operation and ensure compliance with relevant legislation. Feedback on this policy can be directed to the Senior Manager – Business and Operations at any time. Whilst feedback is welcome, it may not necessarily lead to a change in the policy.

## 8. References, acknowledgements, related legislation and policies

The following policies and procedures:

- [Privacy and confidentiality policy and procedure](#)
- [Duty of care to clients' policy](#)
- [What to expect from Hartley's services policy](#)
- [Decision making and choice policy](#)
- [Making services better policy](#)
- [Freedom from abuse and neglect policy](#)
- *Restrictive practices policy and procedure (In draft at the time of writing this document)*

Hartley's Service Agreement

Hartley' Media and communications consent

Hartley's Code of Conduct

NDIS Practice Standards

<https://www.ndiscommission.gov.au/document/986>

NDIS Code of Conduct

<https://www.ndiscommission.gov.au/providers/ndis-code-conduct>

SA Health – Dignity in Care

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs/dignity+in+care>

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