

Rights

Purpose: “Each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

Northside Enterprise Inc. will ensure that each person is aware of their rights through discussion at regular meetings of service users, through person centred service planning as well as through training sessions. Northside Enterprise Inc. will ensure that peoples’ rights are respected through the education of staff, volunteers and service users. Northside Enterprise Inc. has policies and procedures that reflect that the legal and human rights of the people we support are upheld.

Northside Enterprise Inc. upholds the rights of the people we support. We do this by putting our policies and procedures into practice. These policies and procedures set out the way in which we advocate for the people we support in the community.

The policies and procedures also set out the way we promote the legal and human rights of the people we support. We do this in the community, in our interactions with other organisations and throughout our day programs.

Northside Enterprise Inc. uses in house training for our staff and volunteers as well as training delivered by external professionals and educational institutions to ensure that we proactively promote and uphold the rights of the people we support.

Northside Enterprise Inc. will respond urgently and sensitively to all complaints as detailed in our complaints and grievance policy and procedures.

NorthsideEnterprise Inc. will review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.

Participation and Inclusion

Purpose: “Each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.”

Northside Enterprise Inc. provides person centred services that encourage and assist our services to participate and integrate in the community. This means that we provide services for people with disabilities that encourage a support them to go to ordinary places, join in everyday activities, share experiences, interact and become independent. Northside Enterprise Inc. delivers support and training services with the belief that people with disabilities are a part of their communities and have a right to access and be part of mainstream facilities and opportunities to enjoy a productive and fulfilling life.

We will listen to what the people we support would like to do or try. We will encourage and support them to build relationships and friendships with people in the community, if they would like to. We will help them to develop skills that make it easier for them to enjoy activities with people in the community.

Northside Enterprise Inc. will maintain connections with local government, employers, education providers, community groups, volunteer organisations, sporting and other organisations to enable meaningful participation for the people we support in a wide range of activities in the community.

Northside Enterprise Inc. maintains policies and procedures that ensure that staff and volunteers understand and comply with this policy. We will review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.

Everyone has the right to be part of and involved in his or her community.

Individual Outcomes

Purpose: “Each person is supported to exercise choice and control over the design and delivery of their supports and services.”

Northside Enterprise Inc. recognises that the needs of each person that we support may change from time to time. Northside Enterprise Inc. uses person centred service approaches to ensure that we know about these changes. We will listen and talk to the people we support so that we understand any new things that they need and how we can provide support and services to meet those needs and provide them choices in the outcomes they wish to achieve.

Northside Enterprise Inc. understands that each person has a different circle of support, which may include the person’s family, friends, employers, carers and service providers. We will engage with the person and their circle of support in such a way that we ensure that the focus is always on the person we support and work with them to plan how Northside Enterprise Inc. can meet their support needs with view to achieving their goals.

Northside Enterprise Inc. understands that people are different and respect that people come from different genders, ages and cultural backgrounds. We will help people to broaden their support circle by considering whether there are other services that can help them achieve their personal goals. We will help them access those services if they would like us to.

We recognise that each person has different physical, emotional and spiritual needs based on their individual circumstances. We will provide each person with choices and assist each person to meet these needs.

Northside Enterprise Inc. maintains policies and procedures that ensure that staff and volunteers understand and comply with the intent of this policy and related procedures. We review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.

Feedback and Complaints

Purpose: “When a person wants to make a complaint, the service provider will make sure the person’s views are respected, that they are informed as the complaint is dealt with, and have the opportunity to be involved in the resolution process.”

Northside Enterprise Inc. will ensure that the people we support, their families, advocates and carers can complain if they do not like something about Northside Enterprise Inc., without fear that this will affect how they are treated by Northside Enterprise Inc.

Northside Enterprise Inc. sees complaints as an important feedback mechanism that informs quality management.

Northside Enterprise Inc. will assist the people we support to make a complaint if they wish to and provide options and information about how to raise their concerns, including informing about their rights and alternative services in the community that can help them.

Northside Enterprise Inc. will treat complaints confidentially and will treat anyone making a complaint respectfully and fairly. We will respond to complaint in a timely manner and work with the person raising the complaint to resolve their concerns.

Northside Enterprise Inc. maintains policies and procedures that ensure that staff and volunteers understand and comply with the intent of this policy and related procedures. We review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.

Service Access

Purpose: “Each person has access to information and is assisted to access the supports and services they need to live the life they choose.”

We will ensure that information access to Northside Enterprise Inc’s services is available and provided to people who may wish to access Northside Enterprise Inc. services.

Northside Enterprise Inc. will share information about its services, listen to and talk with people who would like to use our services, their carers and families, and the community.

Northside Enterprise Inc. has policies and procedures in place to ensure services are allocated to people based on their individual needs and circumstances, available programs and Northside Enterprise Inc. resources. Services will be delivered in accordance with government requirements. Northside Enterprise Inc. will maintain policies and procedures about how its services are allocated.

Access to our services will be based on fairness, equity and freedom from discrimination.

Northside Enterprise Inc. has written policies procedures about how people can enter and exit NorthsideEnterprise Inc. services.

If Northside Enterprise Inc. cannot provide services to that person we will assist them by giving them a referral to another service if there is another service that can meet their needs.

Northside Enterprise Inc. will maintain policies and procedures that ensure that staff and volunteers understand and comply with the intent of this written policy and related procedures. We will review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.

Many different people come to Northside Enterprise Inc. for services. We will treat them as individuals and respond to their wishes and needs in a person centred way.

Service Management

Purpose: “Service providers are well managed and have strong and effective governance to deliver positive outcomes for the people they support.”

Northside Enterprise Inc. ensures that each person receives quality services that are effectively and efficiently governed. It does this using a sound governance framework overseen by a Management Committee and management with appropriate experience in disability services, asset, human resource and financial management.

The role of Northside Enterprise Inc. Management Committee’s board, management, other employees and volunteers are clear. They are set out in the Northside Enterprise Inc. Constitution, policies and procedures, induction information and position descriptions.

Northside Enterprise Inc. manages its resources responsibly in order to maximise the funds available for service users. Northside Enterprise Inc’s finances are independently audited each year. Financial reports are provided to government agencies and are available in Northside Enterprise Inc’s Annual Reports, which are accessible in print or electronic forms.

NorthsideEnterprise Inc. works with our service users, their families and friends, other agencies, advocates and peer organisations in the sector to deliver the best outcomes for our service users.

Northside Enterprise Inc. maintains policies and procedures that ensure that staff and volunteers understand and comply with the intent of this policy and related procedures. We will review this policy regularly, in consultation with the people who use our services, to ensure that we continuously improve our service.