

Human Rights

Record of Procedure Development

Version	Date approved	Date of last review	Date for next review
1.0	June 2026	June 2026	May 2030

Policy Context – this policy relates to:

Organisation related policy Organisation related procedures	• Advocacy, Choice and Control • Incident, Feedback and Complaints Management
--	--

Policy

People with disabilities have the right to be safe. They also have the right to receive quality supports and services from NDIS providers and workers.

CCWA upholds the rights of people with disabilities. These rights include:

- The right to dignity and respect
- The right to live free from abuse, exploitation, and violence

We do this work by:

- Empower people with disabilities to exercise choice and control over the support and services they receive, while ensuring the proper protections are in place.
- Providing information that helps people with disabilities and their families or advocates to make informed decisions
- Ensure concerns, complaints, and incidents are managed effectively

CCWA and worker obligations to people with disabilities

The [NDIS Code of Conduct](#) supports the rights of people with disabilities to have access to safe and ethical supports and services.

We will:

- Provide clients with quality supports and services that are safe
- Deliver those supports competently and with care
- Make sure they feel safe raising concerns or complaints
- Handle concerns or complaints about the quality and safety of supports quickly and effectively

- Respect their right to express themselves and make decisions
- Respect privacy
- Act with integrity, honesty, and transparency
- Aim to prevent violence, exploitation, neglect, abuse, or sexual misconduct
- Act quickly and effectively if there are suspected or confirmed incidences of violence, exploitation, neglect, abuse, or sexual misconduct.
- Be fair and reasonable with prices and make charges clear at every stage.

Perform in accordance with the NDIS Code of Conduct and offer interpreter services if required.

Operate in accordance with the NDIS:

- **[Rules and standards](#)**
 - [NDIS Code of Conduct](#)
 - [NDIS Practice Standards](#)
 - [Behaviour support and restrictive practices](#)
 - [Quality practice](#)
 - [Reportable incidents and incident management](#)
 - [Rights of people with disability](#)