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### 1. Purpose

The purpose of this policy is to promote the principles of fair, ethical, respectful and safe service delivery for the children and young people with disabilities, their families and organisations utilising Lady Lawley Cottage (LLC) services, as outlined in the United Nations Convention on the Rights of the Child. This policy is in line with the National Standards for Disability Services, Standard 1.

### 2. Scope

This policy applies across all parts of the organisation and when delivering services in the community, client homes and on LLC premises.

### 3. Responsibility

This policy applies to all LLC, students, volunteers, committee members, contractors and others who act on behalf of LLC.

### 4. Application

LLC is committed to delivering services in a safe, welcoming and caring environment to assist children and young people to reach their full potential by:

- encouraging their freedom of expression and self determination
- actively providing choices to children to foster age/developmentally appropriate decision making and to inspire them to take control over their own lives
- treat individuals with dignity and respect
- building trusting relationships through collaboration and open and even communication
- recognising the role of carers as per the Carers Recognition Act
- diligently protecting children, young people and families in our care
- upholding the right to privacy and confidentiality
- seeking feedback to continually improve our services.

This commitment is embedded in the Australian Red Cross seven fundamental principles of humanity, impartiality, neutrality, independence, voluntary service, unity and universality. The commitment is reinforced in Red Cross and Lady Lawley Cottage policies and the Code of Practice for the Elimination of Restrictive Practices.

LLC will:

- structure flexible and responsive programs and services
- make information about service and policy changes easily and readily accessible
- collaborate with parents/families to determine plans, needs and goals for their child
- make every effort, and use available resources to accommodate service preferences, choices and goals outlined in individual support plans and care plans
- seek the formal authorisation of the parent/guardian for the provision of LLC services
- involve the parent/guardian in LLC's strategic planning activities through LLC Advisory Committee representation
- support the right of families and guardians to involve an advocate in making decisions about the service received.



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# Rights

- References

- [United Nations Convention on rights of the child](#)
- [National Standards for Disability Services](#)
- [Code of Practice for the Elimination of Restrictive Practices](#)
- [Code of Conduct](#)
- [Ways of Working Guidelines](#)
- [Fundamental Principles](#)
- [Client Service Charter](#)
- [Child Protection policy](#)
- [Reconciliation Action Plan](#)
- [Privacy policy](#)
- [Incident Management policy](#)
- [Complaints management policy](#)
- [Service Access - Entry, Exit and Withdrawal of services](#)
- [Participation and Inclusion policy](#)
- [Service Management policy](#)

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*Lady Lawley Cottage as a key program of Red Cross, is there for people in need, regardless of nationality, race, religious beliefs, class or political opinions. The organisation is impartial, neutral and independent.*