# **INDIVIDUAL VALUES AND BELIEFS- STANDARD AND SPIEL**

## STANDARD

Individual Values and Beliefs Criteria - extract from NDIS Rights and Responsibilities Practice Standards: Core Module.

This is what you need to demonstrate to the auditor that you meet.

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| **Outcome:** Each participant accesses supports that respect their culture, diversity, values and beliefs. |
| **To achieve this outcome, the following indicators should be demonstrated:** * At the direction of the participant, the culture, diversity, values and beliefs of that participant are identified and sensitivity responded to.
* Each participant’s right to practice their culture, values and beliefs while accessing supports is supported.
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## SPIEL

Your explanation to the auditors on how you meet the above criteria from the Rights and Responsibilities Standard.

Read the Spiel below, adapt it to reflect what you are doing and then insert into your NDIS Commission On-line Application

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| * XXX’s Service Delivery Model includes acknowledging and responding to the cultural needs and values of participants
* At the time of referral to XXX the participant’s culture, values and beliefs start to be identified – (refer to the New Participant Intake Checklist) so they can be respected in the delivery of services. These are recorded, as appropriate, on the NDIS Support Plan
* The therapeutic relationship includes understanding the culture, values and beliefs of the participant
* XXX staff undertake training in Cultural Responsiveness at the time of induction and annually, including presentation of case studies, and review of the Culture, Diversity, Values and Beliefs Policy
* Quality improvement activities are undertaken to capture feedback on how XXX respects the culture, values and beliefs of their participants. These include:
	+ NDIS Support Plan Audit (to identify if / how culture, values are captured by XXX AHP)
	+ Participant surveys
* Participants are provided with information in their Service Agreement on how to make a complaint, this would include making a complaint if they felt their culture, values and beliefs are not supported whilst accessing supports (also refer to documents in Feedback and Complaints Management Standard).

*Supporting Documents:** NDIS Support Plan Audit

*Related Resource / Attachments Already Supplied:** Service Delivery Model
* New Participant Intake Checklist
* NDIS Support Plan
* NDIS Induction Checklist
* Annual Training Plan
* Participant Surveys & related forms
* NDIS Service Agreement
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