



# 01.00 Human Rights and Safeguarding Framework

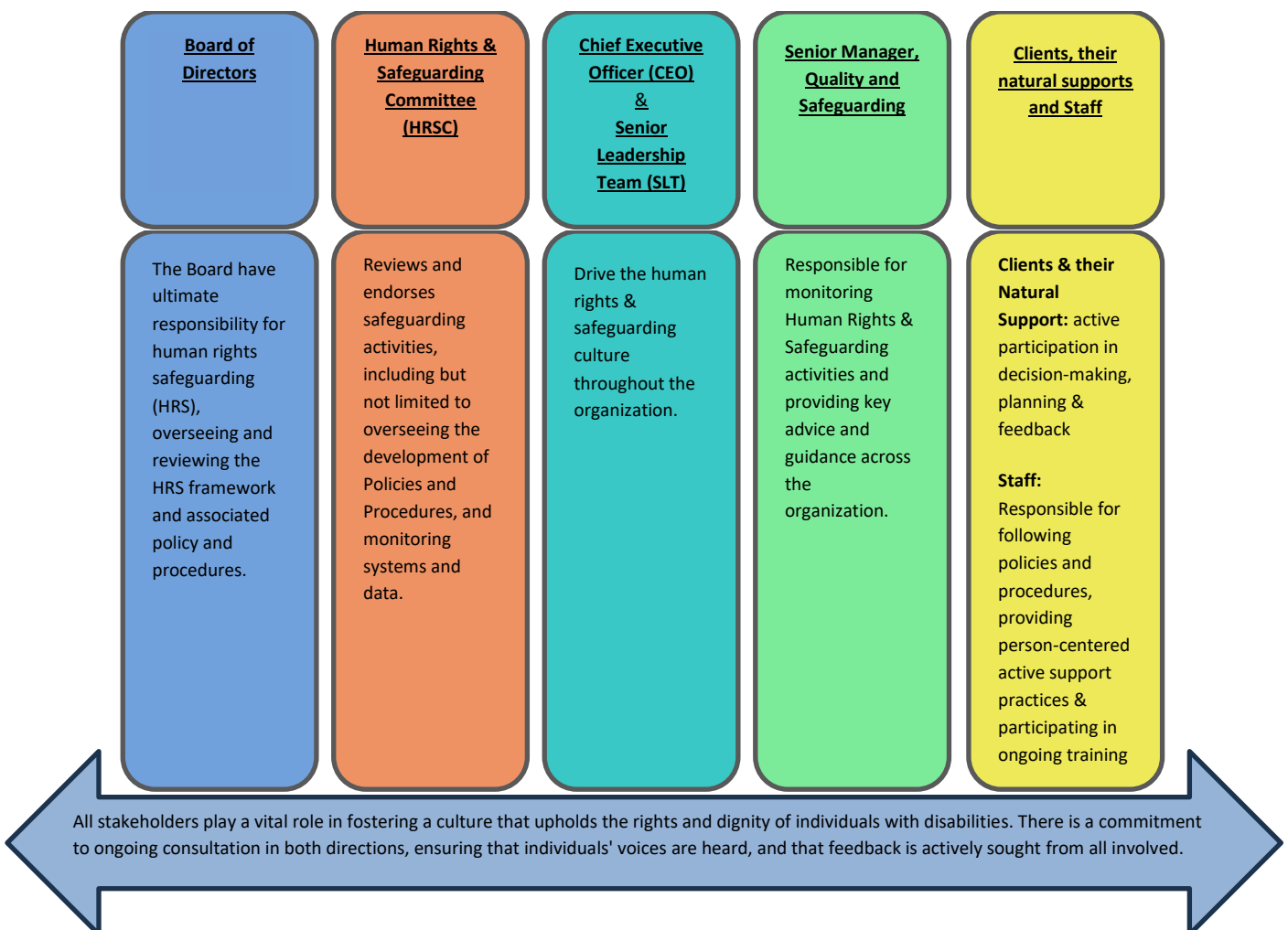
## Framework

This Framework outlines Wallara’s commitment to ensuring the rights and dignity of individuals with disabilities are upheld, providing them with respect, equality, and the support needed to live independently. It also defines Wallara’s approach to measuring and monitoring performance against this commitment to deliver person-centered care and support.

### Underlying Principles:

- Respect for dignity
- A nondiscriminatory approach
- Ensure equal rights and opportunities
- Promote participation and community inclusion
- Support cultural diversity and inclusive practices
- A culture of safety and wellbeing respecting human rights

### Roles and Responsibilities:





Wallara supports its teams to maintain skills and capabilities to ensure human rights and safeguarding through the following practices:

- The Wallara Core Values
- Regular communication, e.g. Wallara Wall, Newsletter, CEO updates, information forums
- Team meetings
- Staff training
- Media posts
- Co-designing activities and events with clients
- Annual Client Feedback Survey
- Staff coaching, Staff recruitment including screening activities, effective training and education in HRS
- Internal & external Audits and learning circles
- Client Goal Planning (SAAM & Learning & Development Plans, Outcome Reports)
- Client training
- Toolbox meetings
- Celebrating employee of the month
- Processes, systems and tools for actively promoting, managing and monitoring HRS

We engage with a variety of stakeholders including relevant government agencies, clients, families and advocacy groups.

### Reporting

| Party responsible for reporting                                                                                                               | Nature of Report                                                                                                      | Reporting Frequency                                               | Report Recipient               |
|-----------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|--------------------------------|
| Senior Manager Quality and Safeguarding                                                                                                       | Audit results<br>Key Human Rights & Safeguards Indicators from Incident and Complaints Register<br>Q&S Report to HRSC | Monthly<br>Monthly<br><br>Quarterly                               | SLT<br>SLT<br><br>HRSC > Board |
| Quality Advisory Committee (QAC)                                                                                                              | Review Q&S activities                                                                                                 | Quarterly                                                         | SLT > HRSC > Board             |
| Client Representative Committees (CRC) -Live and Learning & Lifestyle, and Employee Representative Committees (ERC) Logistics and Hospitality | Site/house updates<br>Feedback and Complaints<br>OHS issues                                                           | Monthly (CRC- Learning & Lifestyle, ERC) & Bimonthly (CRC - Live) | QAC>HRSC> Board                |
| OHS Committee                                                                                                                                 | Review of OHS activities                                                                                              | Quarterly                                                         | SLT > HRSC > Board             |
| Chief Operating Officer                                                                                                                       | Reports related to the risk register                                                                                  | Quarterly                                                         | FRC > Board                    |



## Relevant Legislation and Standards

- United Nations Convention on the Rights of Persons with Disability (2006)
- Australian Government Australian Disability Strategy 2021-2023 (2021)
- National Disability Insurance Scheme Act 2013 (Cwth)
- NDIS Practice Standards
  - 1. Rights and Responsibilities
    - Individual Values and Beliefs
  - 2. Provider Governance and Operational Management
    - Governance and Operational Management
    - Quality Management
    - Information Management

## Related Documents

- 01.01 Client Safety and Wellbeing Policy
- 01.02 Code of Conduct
- 01.03 Duty of Care Policy
- 01.04 Client Privacy and Confidentiality Policy
- 01.05 Inclusion, Diversity and Choice
- 01.06 Professional Boundaries Policy
- 01.07 Safety, Health and Environment Management Policy
- 01.08 Incident Management and Reporting Procedure
- 01.09 Feedback & Complaints Policy
- 01.11 Feedback & Complaints Procedure
- 03.02 Risk Assessment Procedure
- Recruitment and Training Procedure
- Wallara Way Core Values

| Date Created | Date Approved | Date Revised | Version control | Approved By | Amendment details |
|--------------|---------------|--------------|-----------------|-------------|-------------------|
| 12.2024      |               | 31.03.2025   | 1               | The Board   | Approved          |
|              |               | 21.10.2025   | 1.1             | SMQS        | Minor Update      |