

Human Rights Policy

Ref: 2.7/0926

Policy Group	02 Staff
Related Policy	CitiReach Anti-Discrimination and Freedom from Bullying and Harassment Policy (3.2) CitiReach Staff Code of Conduct Policy (2.8) CitiReach Reporter Protection Policy (3.3) CitiReach Complaints Policy (3.4)
Commencement Date	14.09.2026
Review Date	14.09.2027

Intent

CitiReach exists to support people with disability to live with dignity, choice and control over their own lives. This policy affirms CitiReach's commitment to upholding the human rights of every participant, consistent with the United Nations Convention on the Rights of Persons with Disabilities (CRPD), the NDIS Code of Conduct, and Australian anti-discrimination law.

This policy applies alongside, and does not limit, the protections in the Anti-Discrimination and Freedom from Bullying and Harassment Policy (3.2).

Scope

Inclusions: All CitiReach Personnel, in every interaction with participants and the community CitiReach serves.

Restrictions: Nil.

Exclusions: Nil.

Objectives

1. To embed respect for participants' human rights, dignity and autonomy in every CitiReach support.
2. To ensure Personnel understand and can recognise breaches of a participant's human rights, including abuse, neglect and exploitation.
3. To provide a clear pathway for raising a human rights concern.
4. To comply with the CRPD, the Disability Discrimination Act 1992 (Cth) and the NDIS Code of Conduct.

Policy Provisions

Guiding Principles

1. In every support CitiReach provides, Personnel uphold a participant's right to:
 - 1.1. Be treated with dignity and respect, and to have their privacy protected.
 - 1.2. Make their own decisions and exercise choice and control over their supports, to the fullest extent of their capacity.
 - 1.3. Be free from violence, abuse, neglect, exploitation and discrimination.

- 1.4. Access information in a way they can understand, and to give informed consent to their supports.
- 1.5. Raise concerns or make a complaint without fear of any adverse effect on their supports.
- 1.6. Participate in the community and maintain relationships of their choosing.

Supported Decision-Making

2. Where a participant requires support to make decisions, CitiReach Personnel support the participant's own decision-making wherever possible, rather than making decisions for them, and involve a participant's nominated support person or guardian only to the extent the participant's circumstances require.

Preventing Abuse, Neglect and Exploitation

3. Personnel must:
 - 3.1. Never use physical, sexual, emotional, verbal or financial abuse, or neglect, against a participant.
 - 3.2. Never restrict a participant's freedom of movement or communication except where a lawful, documented behaviour support plan authorises a regulated restrictive practice.
 - 3.3. Report immediately any concern that a participant has experienced or is at risk of abuse, neglect or exploitation, whether by CitiReach Personnel, another service provider, a family member or any other person.

Restrictive Practices

4. CitiReach does not use a regulated restrictive practice except as authorised in accordance with the NDIS (Restrictive Practices and Behaviour Support) Rules 2018 and reported to the NDIS Commission as required.

Raising a Concern

5. A participant, family member or Personnel member who believes a participant's human rights have been breached can raise it under the Complaints Policy (3.4), and a Personnel member who raises such a concern in good faith is protected under the Reporter Protection Policy (3.3).

Supporting Procedures and Guidelines

- NDIS Code of Conduct
- NDIS (Restrictive Practices and Behaviour Support) Rules 2018 guidance
- CitiReach Incident Report Form

Relevant Commonwealth/State Legislation

- National Disability Insurance Scheme Act 2013 (Cth)
- NDIS Code of Conduct (NDIS Provider Registration and Practice Standards) Rules 2018 (Cth)
- Fair Work Act 2009 (Cth)
- Social, Community, Home Care and Disability Services Industry Award 2010 (Cth)
- Disability Discrimination Act 1992 (Cth)
- United Nations Convention on the Rights of Persons with Disabilities
- Human Rights Act 2019 (Qld)

Definitions

CitiReach – CitiReach Community Support Services, a business name of Christian Outreach Centre trading as Citipointe Church, providing NDIS community supports in Brisbane, accountable to the Citipointe COM.

NDIS – the National Disability Insurance Scheme, established under the National Disability Insurance Scheme Act 2013 (Cth).

NDIS Commission – the NDIS Quality and Safeguards Commission, the independent regulator of NDIS providers and workers.

Participant – a person accessing NDIS-funded supports from CitiReach.

Personnel – CitiReach employees (permanent and casual), contractors and volunteers.

Restrictive Practice – any practice or intervention that has the effect of restricting the rights or freedom of movement of a person with disability, regulated under the NDIS (Restrictive Practices and Behaviour Support) Rules 2018.

Policy Dissemination and Procedures

Procedures relating to this policy are drafted by the CitiReach Head of Operations, with input from the Citipointe Compliance Office where the policy touches Citipointe's own framework. Personnel are informed of this policy and any related procedures through induction, team meetings, and access to CitiReach's policy folder.

Accountabilities

Implementation	CitiReach Head of Operations
Compliance	CitiReach Head of Operations
Monitoring and Evaluation	CitiReach Head of Operations, with the Citipointe Compliance Office
Development/Review	CitiReach Head of Operations, with the Citipointe Compliance Office

Revisions

Reference No: 2.7

Version	Approval Date	Committee/Board	Resolution/Minute
/0926	14.09.2026	Citipointe COM	Pending adoption