



# Overarching Policy

***As a centre for Social Enterprise, FSG  
Australia is committed to delivering on the  
values of Freedom, Social Justice and Growth.***

**[www.fsg.org.au](http://www.fsg.org.au)**

© Copyright of all material contained in this document is owned by FSG Australia. You may print and reproduce this material in unaltered form only, for your personal use, educational use, or non-commercial use within your organisation, provided the copyright to such material is attributed to FSG Australia. Requests and inquiries for authorisation concerning reproduction and rights of any material should be directed to [copyright@fsg.org.au](mailto:copyright@fsg.org.au). For further information please refer to the [Copyright Act 1968](#) (Commonwealth).

## TABLE OF CONTENTS

SECTION A – INTRODUCTION.....	3
Glossary .....	3
Scope .....	3
SECTION B - POLICY.....	3
1.0 Overview.....	3
2.0 Our commitment to human rights.....	4
3.0 Our commitment to workplace rights.....	4
4.0 Our interaction with the community.....	6
5.0 Our commitment to Social Justice.....	6
6.0 Our commitment to FSG Australia customers of disability, aged and mental health services.....	6
7.0 Our commitment to continuous improvement.....	8
8.0 Our commitment to ethical governance.....	8

## SECTION A – INTRODUCTION

### Glossary

Refer to [FSG Australia glossary](#)

### Scope

This document applies to all workers and services. The policy contained in this document overarches all FSG Australia action, policy and procedures.

A person is a worker if the person carries out work in any capacity for FSGA, including work as:

- (a) an employee; or
- (b) a contractor or subcontractor; or
- (c) an employee of a contractor or subcontractor; or
- (d) an employee of a labour hire company who has been assigned to work at FSGA or
- (e) an outworker; or
- (f) an apprentice or trainee; or
- (g) a student gaining work experience; or
- (h) a volunteer.

Customers may be adults, young persons or children.

## SECTION B - POLICY

### 1.0 Overview

1.1 An essential ingredient in every one of our products/services is our commitment to human rights and workplace rights. Respecting human and workplace rights is fundamental to our culture. We are working to make sure all people are treated with dignity and respect.

1.2 Our reputation is built on trust and respect. Our stakeholders know we are committed to earning their trust with a set of values that represent the highest standards of quality, integrity,

excellence, compliance with the law/standards and respect for the unique customs and cultures in communities where we operate.

## 2.0 Our commitment to human rights

2.1 We have:

- a policy commitment to meet the responsibility to respect [human rights](#)
- a process to identify, prevent, mitigate and be accountable for human rights abuses
- processes to enable the remediation of any adverse human rights impacts we cause or to which it contributes.

2.2 We provide services and conduct business responsibly and ethically. We respect human rights principles aimed at promoting and protecting human rights.

Our acknowledgment of these principles is consistent with our dedication to enriching the workplace, preserving the environment, strengthening the communities where we operate and engaging with stakeholders to pursue progress toward these goals.

2.3 In our workplaces and the communities in which we operate, we believe that a serious commitment to human rights is fundamental to the way we provide our services and conduct our business. We treat our workers with dignity, fairness and respect and we are guided by our shared values of integrity, collaboration and accountability.

2.4 We understand that the true measure of a well-managed organisation is not just whether it is financially sustainable but how it achieves that success in a responsible manner.

## 3.0 Our commitment to workplace rights

3.1 We value the relationship we have with our workers. The success of our organisation depends on every worker. We are committed to fostering open and inclusive workplaces which are based on recognised workplace human rights, where all workers are valued and inspired to be the best they can be.

3.2 We respect our workers' right to join, form or not to join a labor union without fear of reprisal, intimidation or harassment. Where workers are represented by a legally recognised union, we are committed to establishing a constructive dialogue with their freely chosen representatives.

3.3 We value all workers and the contributions they make.

3.4 We are committed to equal opportunity and intolerance of discrimination. We are dedicated to maintaining workplaces that are free from discrimination or physical or verbal harassment on the basis of race, sex, color, national or social origin, religion, age, disability, sexual orientation, political opinion or any other status protected by applicable law.

3.5 The basis for recruitment, hiring, placement, training, compensation and advancement at FSGA is qualifications, performance, values, ethics skills and experience.

3.6 Where relevant, we compensate workers competitively relative to the industry and local labor market. We operate in full compliance with applicable wage, work hours, overtime and benefits laws.

3.7 Where appropriate, we offer workers opportunities to develop their skills and capabilities and provide advancement opportunities where possible.

3.8 We provide a safe and healthy workplace. We are dedicated to maintaining a productive workplace by minimising the risk of accidents, injury and exposure to health risks.

3.9 We are committed to maintaining a workplace that is free from violence, harassment, intimidation and other unsafe or disruptive conditions due to internal and external threats.

3.10 Security safeguards for workers are provided as needed and will be maintained with respect for workers' privacy and dignity.

3.11 We create workplaces in which open and honest communications among all workers are valued and respected.

3.12 We are committed to following all applicable labor and employment laws.

3.13 Where relevant, we provide opportunities for workers to be members of groups focused on the environment, innovation/new opportunities and Social Justice.

3.14 We provide specific opportunities for young managers to participate in decision making and gain professional development.

3.15 If workers believe that a conflict arises between the language of any policy and the laws, customs and practices of the place where they work, if they have questions about our policy/procedure or if they would like to report a potential violation of policy/procedure, they should raise those questions and concerns through existing processes, which make every effort to maintain confidentiality. Workers with concerns or questions may ask questions or report potential violations to line managers or Human Resources. No reprisal or retaliatory action will be taken against any worker for raising concerns under this policy unless reports are vexatious in nature.

We are committed to investigating, addressing and responding to the concerns of workers and to taking appropriate corrective action in response to any violation.

#### **4.0 Our interaction with the community**

4.1 We recognise our impact on the communities in which we operate. We are committed to engaging with stakeholders in those communities to ensure that we are listening to, learning from and taking into account their views as we provide our services and conduct our business.

4.2 Where appropriate, we are committed to engaging in dialogue with stakeholders on issues related to our organisation within our sphere of influence.

4.3 We are committed to creating economic opportunity and fostering goodwill in the communities in which we operate through locally relevant initiatives.

4.4 We seek to empower individuals and groups of people by providing them with the skills they need to affect change in their own communities.

4.5 We operate [Social Enterprises](#), with any profits being reinvested back into the community—rather than being driven by the need to maximise profit for shareholders and owners. The Social Enterprises create pathways for people with a disability in skill development, training and employment with the understanding that all people want purposeful engagement in their daily lives and the opportunity to contribute to their community.

#### **5.0 Our commitment to Social Justice**

5.1 As [Social Justice](#) refers to creating a society that is based on the principles of equality and understanding the value of [human rights](#), it is in direct alignment with our organisational values and philosophy. We have embraced the Social Justice message and looked at powerful ways to raise awareness and showcase our advocacy for Social Justice throughout the community.

#### **6.0 Our commitment to FSG Australia customers of disability, aged and mental health services**

6.1 We are committed to providing Freedom, Social Justice and Growth for all people. We are determined to ensure all of our practices uphold the rights of all people to have choice and self-determination and believe strongly in a community that welcomes and connects to everyone.

6.2 All our workers must demonstrate their belief in the absolute right of all people to live their chosen life and must understand and be able to work under, the mandate of the [Charter of Human Rights](#) and [FSGA Code of Conduct](#). As such we recruit workers on demonstrated values and ethics as well as relevant qualifications and experience.

6.3 We recognise the importance of community networks and partnerships in the delivery of quality service and building inclusive lives and maintain current membership in a number of key local and regional networks and sector-wide organisations.

6.4 We meet and exceed sector legal requirements and lead the way in removing barriers to achieve our [vision](#).

6.5 We support the rights of children and young people and are committed to providing a safe and supportive service environment directed at ensuring their safety and wellbeing. In order to support this commitment, we are dedicated to our child and young person risk management strategy which has policies and procedures in place to effectively address the safety and wellbeing of children and young people who access our services.

6.6 We demonstrate our commitment by:

- considering each person holistically in the context of their lives from a [strengths-based](#) perspective
- working in partnership with families/caregivers, as well as other significant people in the person's life
- supporting customers and their families/caregivers to identify their concerns and priorities, to recognise their strengths and to make informed decisions
- being flexible and responsive to the customer's and family's/caregiver's concerns and priorities
- being responsive to changes in life stages, family changes, and transitions in education and employment
- working collaboratively with other agencies to enhance outcomes
- demonstrating mutual respect for the capacity and capabilities of other agencies and recognising their limitations.
- taking responsibility for ensuring the maintenance of positive relationships
- demonstrating trust, openness and transparency of communication and process.
- aiming to support individuals to achieve their maximum potential as members of the community
- valuing diversity and respecting the cultures of all people accessing the service

- providing services on a needs basis
- providing additional support to vulnerable people to access services
- practising in accordance with ethical values, which support the principles of empowerment, self-determination, autonomy and dignity.

## **7.0 Our commitment to continuous improvement**

7.1 We are committed to a quality management approach. Continuous improvement systems are added to quality assurance procedures by incorporating a quality cycle of continuous improvement. Unlike quality assurance, where the goal is to meet the specified standard, quality management is an ongoing journey of continuous improvement.

7.2 We are proactive in providing opportunities for customers to provide feedback and have procedures in place to monitor service delivery and compliance with legislation and FSGA procedures.

## **8.0 Our commitment to ethical governance**

We are committed to governance ethics including:

- compliance with legislation
- protecting private and other proprietary information
- protection and proper use of organisational assets
- respecting human rights throughout our operations
- dealing with conflicts of interest
- promoting full, fair, accurate, timely and understandable disclosure in financial reports and other public communications
- protecting the environment
- supporting the reporting of any unlawful or unethical behavior.