

Key Conversations – Upholding Human Rights in NDIS Supports and Services: Team Workbook

What is a key conversation?

A key conversation is a short, structured conversation based around a simple scenario. Key conversations can be used as thought starters to raise awareness of small groups of workers during routine meetings or during planned training.

Who is this for?

This Key Conversations workbook should be used alongside the facilitator guide. Depending on whether you are meeting online or face to face, it could be printed or emailed to support workers prior to training.



Handout 1 – Where do human rights come from?

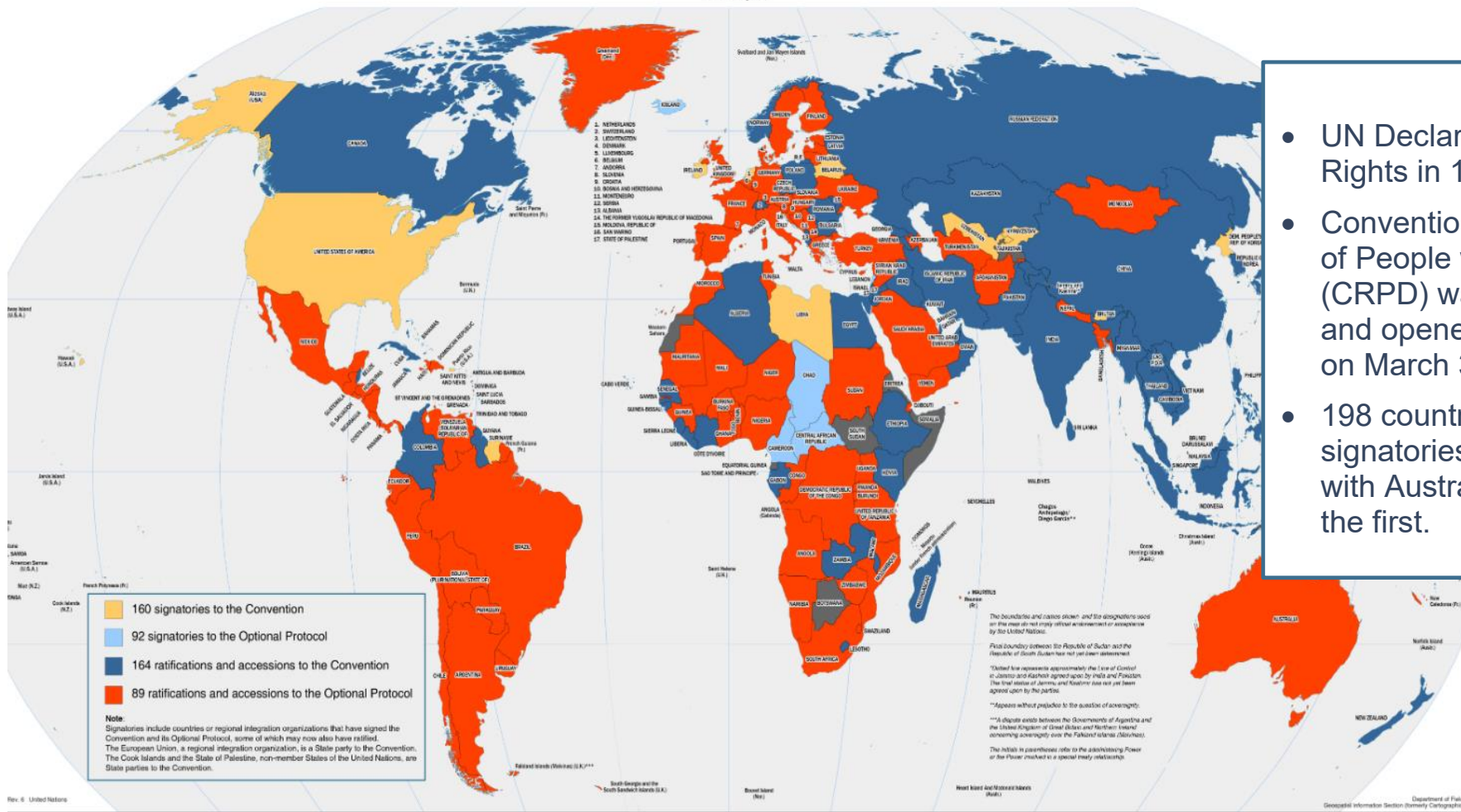


CRPD and Optional Protocol Signatures and Ratifications



Not Signed
 Signed Convention
 Signed Convention & Protocol
 Ratified Convention
 Ratified Convention & Protocol

As of 11 May 2016



- UN Declaration of Human Rights in 1948
- Convention for the Rights of People with Disabilities (CRPD) was developed and opened for signatures on March 30, 2007
- 198 countries are signatories to the CRPD, with Australia being one of the first.

[An Introduction to Human Rights | Australian Human Rights Commission](#) and [DESA-Enable 4496R6_May16.jpg \(6605x3905\) \(un.org\)](#)

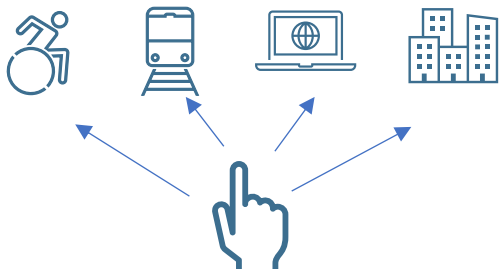
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Handout 2 – Human Rights of people with disability

The CRPD sets out how human rights and freedoms apply to people with disability, including the right to:



Access the physical environment, transport, information and communications, and other facilities and services



Live independently and be included in the community



Equal opportunity and inclusion in education



The highest standard of health and access to health and rehabilitation services



Equal right of people with disability to work, including support for reasonable adjustments to be made to the work environment



An adequate standard of living, including access to housing and to assistance with disability expenses



Equal recognition before the law and access to justice



Respect for privacy and family relationships



Be free from cruel, inhuman or degrading treatment



Freedom of movement and personal mobility.

https://humanrights.gov.au/sites/default/files/content/letstalkaboutrights/downloads/HRA_disability.pdf

Group Activity - 1

Team Response

In your groups, read through each question, discuss as a group and record your answers. Use **Handout 2 - Human Rights of people with disability (page 3)** to assist you.

1. In your groups, look at the Handout 2. Discuss in your groups what rights are particularly important to you and why?

Rights	Notes
Access to physical environments, transport, information and communications, and other facilities and services	
Live independently and inclusion in the community	
Equal opportunity and inclusion in education	
Highest standard of health	
Employment	
Adequate standard of living	
Equal recognition before the law	
Privacy and family relationships	
Live free from cruelty	
Freedom of movement	



2. What do you think it would be like if these rights were breached? How would that feel?





Notes

3. Consider each of the scenarios below and discuss – Is this a right?

Scenario	Is this a right? Why?
A participant is at a friend's party. They have sensory issues, particularly around loud noises and so ask for the music to be turned down.	
A participant is deeply involved in an online community, and so asks for their NDIS Plan to pay for their internet connection.	
A participant uses a device to help them communicate and asks their support team to always use this device with them.	
A participant is deaf and communicates with Auslan. At their NDIS meeting, the NDIS Planner says they don't know how to speak Auslan and didn't organise an interpreter, but they will email a copy of the plan to the participant after the Planning Meeting.	
A participant is prescribed a medication by their GP but says they do not want to take this medication, as it makes them feel anxious.	
A vision impaired worker is asking their employer to install special software so they can more easily read their emails.	



Handout 3 - Different Models of Disability

	View of disability	Focuses on	Goals
 Medical Model	<p>Medical pathology.</p> <p>Example: Viewing medication as the only option, rather than looking holistically at the person, their needs and environment.</p>	<p>What is 'wrong' with the person.</p>	<p>'Fix' or 'cure' the person with the disability so they will 'fit in'</p>
 Charity Model	<p>Unfortunate. A burden.</p> <p>Example: Having to use crowd funding to buy a wheelchair, so that a person can access the community.</p>	<p>Treating people with disability with sympathy and pity.</p>	<p>Provide support and help – out of kindness</p>
 Social Model	<p>Inability to take part in everyday activities due to barriers caused by society.</p> <p>Example: If a person cannot access a building, it is because the building is not accessible.</p>	<p>The different ways in which our society is not set up for the person.</p>	<p>Addressing and fixing unjust systems, processes and attitudes</p>
 Human Rights Model	<p>People with disability have the same set of rights and freedoms as anyone.</p> <p>Example: To fully participate in a planning meeting, the right supports are in place to assist them to communicate their choices and make decisions.</p>	<p>The different ways in which people with disability are at risk of having their rights breached.</p>	<p>Ensure we and others fulfil our obligations to meet the human rights of people with disability.</p>

Group Activity 2

In your groups, read through each question, discuss as a group and record your answers. Use **Handout 3 - Different Models of Disability (page 7)** to assist you.

Team Response

1. Consider the scenarios below, discuss in your groups which model they belong to?

Model	What model is this?
"The building is inaccessible because it doesn't have a ramp, not because she uses a wheelchair."	
"His autism makes it hard for him to be able to stay in class for extended periods of time. We're hoping this medication will enable him to stay in class, like the rest of his classmates."	
"Let's host a fundraiser to help those poor people get the services they need."	
"Employers must make reasonable accommodations because people with disabilities have an equal right to work."	
"Public spaces must be accessible; it's a matter of civil rights, not special treatment."	
"She can't walk because she has cerebral palsy; we need to focus on finding a cure or treatment."	
"We should donate wheelchairs to them; it's the least we can do to help their unfortunate situation."	



2. Putting yourself in the shoes of a person with disability, what would it be like to be seen by others in this way? Use Handout 3 as a prompt and discuss in your groups:

Model	How would this feel and / or what impact could this have?
Medical Model	
Charity Model	
Social Model	
Human Rights Model	



Group Activity 3

In your groups, read through each question, discuss as a group and record your answers. Use **Handout 2 - Human Rights of people with disability (page 3)** to assist you.

1. Look at Handout 2 again (list of rights). Why are people with disability more likely to have their rights breached?

Notes

2. Thinking about the people you support, what are some of the Human Rights you see being breached?

Notes



3. What are some actions you should take when you see human rights being breached?

Notes

Please note: This resource was developed in January 2024 by the NDS Quality and Safeguards Sector Readiness Project. The resource is general in nature and is provided as a guide only. NDS believes that the information contained in this publication is correct at the time of publishing, however, NDS reserves the right to vary any of this publication without further notice. The information provided in this publication should not be relied upon instead of other legal, medical, financial, or professional advice. Please always refer to online documents for the latest versions including the NDIS Practice Standards and advice to providers on the Code of Conduct.

