

## 2. Person-Centred Supports Policy and Participant Service Charter of Rights

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### Purpose

The NDIS Quality and Safeguards Commission aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation, and violence; this is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#). Our organisation has used this statement as the basis of our policy.

The purpose of this policy is to empower people with disabilities to exercise choice and control in the support services they receive while ensuring appropriate protections are in place; and building the capacity of people with disabilities, their families, and their carers to make informed decisions about National Disability Insurance Scheme (NDIS) providers.

### Scope

This policy applies to all staff and participants. It is aimed at informing participants of their rights.

### Policy

Australian Quality Care will provide supports that promote, uphold, and respect individual rights to freedom of expression, self-determination and decision-making.

The Participant Service Charter below outlines the rights of participants, how participants will be treated and the obligations of Australian Quality Care. This charter also sets out participant responsibilities and how they can provide feedback on any aspect of the service.

Australian Quality Care takes a person-centred, evidence-based approach to any services that we provide where the participant, family or their advocate/s is primary to any decisions made.

Australian Quality Care exists to work with our participants, their advocates, family members and other service providers, as relevant, to provide the services to meet our participants' needs, within the scope of our services.

We will provide support and work with community groups or education programs directly, or in partnership with other services. Information regarding our services is located on our [website](#), Australian Quality Care or by asking a staff member.

Australian Quality Care will work with other groups, services and programs, either directly or in partnership, to ensure the provision of relevant supports.

Our Service Charter of Rights will be provided to participants in the Participant Handbook using simple terminologies such as your rights, your responsibilities and our responsibilities.

## Charter of Rights

### Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting and assisting participants to achieve their goals and exercise their rights. Australian Quality Care adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry to these services.

Participants have the right to:

- Access supports that promote, uphold and respect their legal and human rights
- Exercise informed choice and control
- Have freedom of expression, self-determination and decision-making
- Access supports that respect culture, diversity, values and beliefs
- Access a service that respects their dignity and right to privacy
- Support access to make informed choices to maximise their independence
- Access supports free from violence, abuse, neglect, exploitation or discrimination
- Receive supports which are overseen by strong operational management
- Access services which are safeguarded by caring carers who work within a well-managed risk and incident management system
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- Consent to the sharing of information between providers during transition periods
- Select to opt-out of providing information, as required by NDIS.

### Participants' responsibilities

Participants using our support services have responsibilities to Australian Quality Care. We ask that they:

- Respect the rights of our staff; to ensure a workplace that is safe, healthy and free from harassment
- Abide by the terms of their agreement with us

- Understand that their needs may change and, correspondingly, services provided may need to change to meet their needs
- Accept responsibility for their actions and choices, even though some decisions may involve risk
- Inform us if they have any problems with our staff or the services received
- Share appropriate information to develop, deliver and review their support plan
- Care for their health and wellbeing, as much as they're able to
- Provide information that will help us better meet their needs
- Provide us with a minimum of 24-hours' notice if they won't be home for their service
- Understand that our staff are only authorised to perform the agreed number of hours and tasks outlined in their service agreement
- Contribute and participate in the safety assessments of their home
- Control pets during service provision
- Provide a smoke-free working environment
- Pay the agreed amount for the services provided
- Inform us in writing (where able) and provide appropriate notice before terminating our service
- Advise our staff, when asked, if they wish to opt-out of a service.

## **Participant's right to provide feedback**

Australian Quality Care values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals aren't happy with a service received or they believe they have not been fairly treated.

Feedback can be provided in the following ways:

- Complete a Complaints and Feedback Form
- Talk directly to a staff
- Ask to speak to a more senior person/manager
- Contact the office via the phone
- Contact us anonymously

Australian Quality Care will resolve complaints openly, honestly and quickly. We will acknowledge the complaint and provide a response quickly and directly. (See our 'Complaints and Feedback Policy and Procedure' for further details).

If not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Further information can be found on the [NDIS Quality and Safeguards Commission website](#).

## **NDIS Code of Conduct**

Our team will provide supports or services to participants and quality service to participants, their family and advocate. To enable us to do this, we request that all participants:

- Provide complete and accurate information about themselves and their situation
- Explain any changes in their health
- Inform their staff if they can't keep an appointment or commitment
- Complete consent forms so that we can work with an advocate (if applicable)
- Act respectfully and safely towards other people using the service and towards our front-line staff
- Provide feedback about the service and advise how services could be improved
- Report back to us if unhappy with our services, or if there is any matter of concern.

## **Our commitment to participants**

Australian Quality Care takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed with respect and in consultation with participants.

When dealing with our stakeholders, we will:

- Treat people with respect
- Treat individuals courteously, fairly and without discrimination
- Inform participants of their rights and responsibilities through our orientation process, easy read documents and handbooks
- Protect personal information
- Involve participants in any decisions regarding the services they access
- Assist participants in connecting with other services, if needed
- Inform how to provide feedback on our services
- Ensure participant safety and undertake practices that prevent injury
- Assist participants in accessing and using our services
- Comply with signed service agreements

- Inform participants of their rights and responsibilities
- Arrange for an interpreter or other language services, if required
- Respect individual views, opinions, personal circumstances and cultural diversity
- Provide advice and options regarding other supports and services that may be available
- Ensure staff have the appropriate skills and competencies to meet participants needs
- Treat everybody with dignity, fairness and respect, without discrimination or victimisation
- Advise how complaints can be made and provide information on how we will respond to that complaint
- Provide support and care that recognises and acknowledges individual preferences, choices, interests and capability
- Support the right for participants to receive quality care in an appropriate environment which promotes participation
- Provide services that meet, or exceed, relevant industry standards such as the NDIS practice standards and quality indicators, NDIS rules, and their charter of rights.

## Related documents

- Complaints and Feedback Form
- Complaints and Feedback Policy and Procedure
- Participant Handbook
- Employee Handbook

## References

- [NDIS Code of Conduct Rules 2018](#)
- [NDIS \(Complaints Management and Resolution\) Rules 2018](#)
- [NDIS Practice Standards and Quality Indicators 2020 – Version 3](#)
- [United Nations Convention on the Rights of Persons with Disabilities](#)