

1.2 Person-Centred Supports Policy and Participant Service Charter of Rights

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Responsible person:	ML	Scheduled review date:	June 2021

PURPOSE

The purpose of this policy is to empower people with disabilities to exercise choice and control in the support services they receive from Interchange IE, while ensuring appropriate protections are in place; and building the capacity of people with disabilities to achieve meaningful and engaging activities in their community.

SCOPE

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

POLICY

Interchange IE will provide support that promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

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

Interchange IE takes a person-centered, evidence-based approach to any services that we provide to participants. Interchange IE 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 capacity and scope of our services and the participants NDIS plan.

Information regarding our services is located on our website, by contacting Interchange IE

Our Service Charter of Rights will be provided to participants in an Easy Read format using simple terminologies such as your rights, your responsibilities and our responsibilities.

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CHARTER OF RIGHTS

PARTICIPANT'S 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.

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 an effective risk and incident management system
- Consent to the sharing of information between providers during transition periods

PARTICIPANTS' RESPONSIBILITIES

Participants using our support services have responsibilities to Interchange IE.

We ask that they:

- Respect the rights of our staff; to ensure a workplace that is safe, healthy and free from abuse, exploitation, violence, discrimination and harassment
- Abide by the terms of their service agreement with us
- 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
- 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.
- Acknowledge that Interchange IE can only deliver supports funded through the participants NDIS plan

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PARTICIPANT'S RIGHT TO PROVIDE FEEDBACK

Interchange IE values all feedback, positive and negative. Please refer to our Complaints policy for further information.

OUR COMMITMENT TO PARTICIPANTS

Interchange IE takes a strengths-based, person-centered, 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
- 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 support
- 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.

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RELATED DOCUMENTS

Complaints register

Complaints Policy and Procedure

RELATED REFERENCES

NDIS Code of Conduct Rules 2018

NDIS (Complaints Management and Resolution) Rules 2018

NDIS Practice Standards and Quality Indicators 2018

United Nations Convention on the Rights of Persons with Disabilities