

Participant Rights Policy

Introduction

Your Way Disability SA (YWDSA) is committed to upholding the rights of all participants by ensuring a person-centred approach in service delivery. This policy outlines participant rights, including dignity, independence, informed choice, and protection from harm. YWDSA ensures all participants receive respectful, quality support in alignment with human rights principles and NDIS regulatory requirements.

Applicable When and Who This Applies To

This policy applies to:

- Participants, their families, and support networks, ensuring they are aware of their rights.
- YWDSA employees, contractors, and volunteers, responsible for upholding participant rights.
- Regulatory bodies, ensuring compliance with participant rights legislation.

This policy applies when:

- Delivering services to NDIS participants.
- Supporting participants in making informed decisions about their lives.
- Ensuring participants are free from abuse, neglect, and discrimination.

Governing Regulations and Compliance

This policy aligns with:

- NDIS Practice Standards and Quality Indicators
- NDIS Code of Conduct (2018)
- Disability Discrimination Act 1992
- United Nations Convention on the Rights of Persons with Disabilities
- Privacy Act 1988
- South Australian Equal Opportunity Act 1984

Person-Centred Practice

Person-centred practice ensures that participants:

- Are at the centre of decision-making processes regarding their supports.
- Have their strengths, preferences, and goals respected and prioritised.
- Receive support that promotes independence, dignity, and quality of life.

Principles of Person-Centred Practice:

- **Empowerment** – Participants are supported to make their own decisions.
- **Respect** – Individual beliefs, culture, and preferences are honoured.
- **Collaboration** – Services are delivered with participant input and consultation.
- **Flexibility** – Support is tailored to the unique needs of each participant.

Respecting Individual Values and Beliefs

YWDSA respects and acknowledges the diversity of all participants, including their cultural, religious, and personal values. Staff must:

- Provide services that are culturally appropriate and respectful.
- Honour participant choices regarding spiritual, religious, and lifestyle preferences.
- Support participants in expressing their beliefs without discrimination.

Privacy and Dignity

- Participants have the right to privacy in all aspects of their personal lives.
- Personal information must be kept confidential in accordance with the Privacy Act 1988.
- Staff must respect participant boundaries and personal space during support provision.
- Participants have the right to be treated with dignity and respect at all times.

Independence and Informed Choice

Participants have the right to:

- Make their own decisions regarding their support and daily lives.
- Access information in a way that supports informed decision-making.
- Receive assistance in decision-making without coercion or pressure.
- Be supported in developing skills that enhance independence and autonomy.

YWDSA ensures participants are provided with information about their options and rights in an accessible format to support informed decision-making.

Freedom from Violence, Abuse, Neglect, Exploitation, and Discrimination

All participants have the right to be free from any form of harm. YWDSA is committed to:

- Preventing and responding to violence, abuse, neglect, and exploitation.
- Ensuring zero tolerance for discrimination based on disability, gender, race, sexuality, or other personal characteristics.
- Providing safeguarding measures to protect participants from mistreatment.
- Reporting concerns of abuse or neglect to relevant authorities as per legal and regulatory obligations.

Breach of Policy

A breach of this policy by staff, contractors, or volunteers includes:

- Failure to uphold participant rights as outlined in this policy.
- Discriminatory behaviour, neglect, or failure to respect participant autonomy.
- Breach of confidentiality related to participant personal information.
- Failure to report suspected abuse, neglect, or exploitation.

Consequences of a Breach:

- Formal investigation into the incident.
- Corrective action, including additional training or supervision.
- Disciplinary measures, up to and including termination of employment or engagement.
- Reporting to external regulatory bodies, such as the NDIS Quality and Safeguards Commission, where required.

Monitoring and Compliance

- Regular training on participant rights for all YWDSA staff.
- Feedback collection from participants to ensure their rights are upheld.
- Annual review of this policy to align with evolving regulation