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Document: Living Goals Participant Rights Policy

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## Introduction

Participant rights set a clear context for how our supports and services are provided. All participants have the right to:

- receive person-centred supports
- have individual values and beliefs respected
- privacy and dignity
- independence and informed choice
- be free from violence, abuse, neglect, exploitation or discrimination.

## Applicability

When: Applies at all times and in all locations

Who: Applies to all representatives including key management personnel, directors, full time workers, part time workers, casual workers, contractors, volunteers.

## Relevant Documents & Regulations

Documents relevant to this policy

- Participant Rights (Easy Read)

Regulations relevant to this policy

- NDIS (Quality Indicators) Guidelines 2018 (Cth)

## Person-centred supports

The rights of participants are that;

- each participant can access supports that promote, uphold and respect their legal and human rights
- each participant is enabled to exercise informed choice and control
- supports provided promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making.

## Individual values and beliefs

Each participant can access supports that respect their culture, diversity, values and beliefs.

Each participant's autonomy is respected and empowered, including their right to intimacy and sexual expression.

## Privacy and dignity

All participants can access supports that respect and protect their dignity and right to privacy.

## Independence and Informed Choice

All participants are supported to make informed choices, exercise control and maximise their independence in relation to the supports provided.

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

All participants can access supports free from violence, abuse, neglect, exploitation or discrimination.

## Right to Complain

All participants have the right to have their voice heard. They will be supported in making complaints and providing feedback both internally and with external providers.

We will work with the participant to best communicate their concerns to the appropriate authority.

## Right to Advocacy

All participants have the right to access Advocacy support. Living Goals will support participants to engage the support and services of an advocate. These advocates can be both of personal choice or appointed through either the Rural Disability Advocacy Service or the Office of the Public Advocate Victoria.