

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

### Charter of Rights

#### Participant's Rights

Participants have many individual rights. Quality SC understand and value 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 and for referrals.

#### Participants' Responsibilities

Participants using our support services have responsibilities to Quality SC.

We ask that our participants:

- 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 link them with appropriate NDIS, mainstream and community services and supports.
- Care for their health and wellbeing, as much as they're able to.
- Contribute and participate in risk assessments (as able to).
- Provide a safe and smoke free environment during home visits, or agree to meeting at an appropriate community location such as a café or library.
- Pay the agreed amount for the services provided via their NDIS plan.
- Inform us in writing (where able) and provide appropriate notice before terminating our services.
- Advise our staff, when asked, if they wish to opt-out of a service.
- Acknowledge that Quality SC can only deliver supports funded through the participants NDIS plan.

### **Participant's Right to Provide Feedback**

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

### **Our Commitment to Participants**

Quality SC 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. Quality SC 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
- Protect personal information

- Involve participants (or their nominee or guardian) in any decisions regarding the services they access
- Assist participants in connecting with other services, if needed
- Provide information on how to give feedback on our services
- Support 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

## **Related Documents**

Complaints Policy and Procedure

## **Related References**

United Nations Convention on the Rights of Persons with Disabilities

NDIS Code of Conduct<sup>1</sup>

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<sup>1</sup> <https://www.ndiscommission.gov.au/sites/default/files/2022-08/ndis-code-conduct-summary-workers-ov.pdf>