

## PARTICIPANTS RIGHTS AND RESPONSIBILITIES POLICY AND PROCEDURE

The purpose of this policy and procedure is to demonstrate Clover Care Pty Ltd's commitment to participants' rights and set out how these rights will be communicated Clover Care Pty Ltd.

### POLICY

Clover Care Pty Ltd commits to upholding the human rights of all participants.

Clover Care Pty Ltd requires that people with disability have the same human rights as other members of the community.

We will comply with all relevant legislations and standards.

Clover Care Pty Ltd ensures its participants are made aware of their rights and responsibilities during the service entry process at each plan review.

The Aged Care Participant Charter and NDIS Participant Charter sets out participant responsibilities, which contribute to ensuring the rights of all participants and staff are upheld.

### PROCEDURE

Participants have a right to:

- recognition as a person and equality and to protection against discrimination.
- right to life.
- protection from torture and cruel, inhuman and degrading treatment.
- freedom from slavery or forced work.
- freedom of movement.
- right to not have one's privacy, family, home or correspondence arbitrarily or unlawfully interfered with, and one's reputation unlawfully attacked.
- freedom of thought, conscience, religion and belief.
- freedom of expression.
- peaceful assembly and freedom of association.
- right to take part in public life.
- practice and enjoy culture, religion and language.
- to not be deprived of property other than in accordance with law.
- liberty and security of person.
- humane treatment when deprived of liberty.
- detained child to be segregated from detained adults.
- fair hearing
- presumption of innocence when charged with a criminal offence.
- not to be tried or punished more than once for an offence already been finally convicted or acquitted in accordance with the law; and
- with respect to the operation of certain retrospective criminal laws.

Clover Care Pty Ltd will provide all prospective and existing participants with information about their rights.

We will take into account the specific requirements of individuals when ensuring participants fully understand their rights through providing information in a format that suits their individual communication needs (e.g., in clear and concise English).

Staff will undergo training in participants' rights and responsibilities during inductions.

### Monitoring and Review

Clover Care Pty Ltd Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Our Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Clover Care Pty Ltd service planning and delivery processes.