

## PURPOSE

This policy aims to empower people with disability to exercise choice and control in the support services they receive from All About Care Australia (AACCA) while ensuring appropriate protections are in place and building the capacity of participants to achieve meaningful and engaging activities in their community.

This policy also establishes the AACCA Charter of Rights, which outlines the rights of participants, the responsibilities of participants, and the commitments AACCA makes to those it supports.

## SCOPE

This policy applies to all AACCA employees, directors, volunteers and contractors. It is aimed at informing participants of their rights and responsibilities, and ensuring that all AACCA staff understand and uphold these rights in the delivery of supports.

## DEFINITIONS

- **Person-Centred Approach** – A way of providing supports that places the participant at the centre of all decision-making, respects their individual preferences, strengths and goals, and promotes their independence and self-determination.
- **Charter of Rights** – A statement of the rights of participants receiving supports from AACCA, aligned with the NDIS Practice Standards and the United Nations Convention on the Rights of Persons with Disabilities.
- **Choice and Control** – The right of participants to make informed decisions about their supports, including who provides them, how they are delivered, and when and where they occur.
- **Dignity of Risk** – The right of participants to make their own choices, including choices that involve a degree of risk, and to be supported to understand and manage those risks.
- **Substitute Decision-Maker** – A person legally appointed to make decisions on behalf of a participant who does not have the capacity to make those decisions independently.

## POLICY

### 1. Person-Centred Supports

AACCA will provide supports that promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making.

- AACCA takes a person-centred, evidence-based approach to all services provided to participants.
- AACCA works with participants, their advocates, family members and other service providers to provide supports that meet participants' needs within the capacity and scope of AACCA's services and the participant's NDIS plan.
- The Participant Service Charter outlines the rights of participants, how participants will be treated, and the obligations of AACCA.

- Information regarding AACCA's services is available on the AACCA website or by contacting AACCA directly.

## CHARTER OF RIGHTS

### 1. Participant's Rights

Participants have many individual rights. AACCA understands these rights and works 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 over the supports they receive.
- Have freedom of expression, self-determination and decision-making.
- Access supports that respect their culture, diversity, values and beliefs.
- Access a service that respects their dignity and right to privacy.
- Be supported to make informed choices that maximise their independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services that are safeguarded by an effective risk and incident management system.
- Consent to or refuse the sharing of information between providers, including during transition periods.

### 2. Participant's Responsibilities

Participants using AACCA's support services have responsibilities to AACCA. We ask that they:

- Respect the rights of AACCA staff to a workplace that is safe, healthy and free from abuse, exploitation, violence, discrimination and harassment.
- Abide by the terms of their service agreement with AACCA.
- Accept responsibility for their actions and choices, even though some decisions may involve risk.
- Inform AACCA if they have any problems with 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 can.
- 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 AACCA in writing (where able) and provide appropriate notice before terminating services.

- Advise AACCA staff, when asked, if they wish to opt out of service.
- Acknowledge that AACCA can only deliver supports funded through the participant's NDIS plan.

### 3. Participant's Right to Provide Feedback

AACA Feedback and Complaints Policy (PP031W) — available on our website

### 4. AACCA's Commitment to Participants

AACA 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. AACCA will ensure that services are managed with respect and in consultation with participants. When dealing with stakeholders, AACCA will:

- Treat people with respect, courtesy, fairness and without discrimination.
- Inform participants of their rights and responsibilities through the orientation process, easy-read documents and handbooks.
- Protect personal information in accordance with privacy legislation.
- Involve participants in all decisions regarding the services they access.
- Assist participants in connecting with other services if needed.
- Inform participants how to provide feedback on AACCA's services.
- Ensure participant safety and undertake practices that prevent injury.
- Comply with signed service agreements.
- 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.
- Advise how complaints can be made and provide information on how AACCA will respond.
- Provide support and care that recognises individual preferences, choices, interests and capability.
- Provide services that meet or exceed relevant industry standards, including the NDIS Practice Standards and Quality Indicators.

## RELEVANT LEGISLATION

This policy should be read in conjunction with the following legislation. This policy is not intended to override any industrial instrument, contract, award or legislation.

- National Disability Insurance Scheme Act 2013 (Commonwealth)
- NDIS (Practice Standards) Rules 2018 (Commonwealth)
- NDIS (Code of Conduct) Rules 2018 (Commonwealth)
- NDIS (Complaints Management and Resolution) Rules 2018 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Human Rights Act 2019 (Qld)
- United Nations Convention on the Rights of Persons with Disabilities

## REFERENCES

- NDIS Quality and Safeguards Commission – Practice Standards: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- NDIS Code of Conduct: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- AACCA-PP031W Feedback and Complaints Policy (Public ver.)
- AACCA-C002 Feedback and Complaints & Resolution Management Form
- AACCA-REG003 Feedback and Complaints Register
- AACCA-C013 Participant Handbook