

Core Module Manual

Full Care Lifetime

humanNDIS PARTICIPANTS CHARTER

Full Care Lifetime is committed to upholding the rights of all participants. Full Care Lifetime commits to upholding the rights of its participants, as set out in the Charter of Human Rights and Responsibilities Act 2006.

Participant Rights

Participants have the right:

Participants have the following rights :

- Participants' autonomy is respected by ensuring they have full control over their choices and decision-making.
- A Participant Handbook is provided to inform participants of their rights, responsibilities, available services, and support options.
- Participants have the right to be treated with dignity, respect, and courtesy at all times.
- Recognition of individual autonomy and independence, including the dignity of risk and the right to make personal life choices.
- Privacy and confidentiality of personal information are maintained, with access to personal records upon request.
- Freedom from abuse, neglect, and exploitation is a fundamental right of all participants.
- Participants are assessed fairly for service access, without discrimination.
- Active participation in all decisions affecting their lives, including those related to care and support services.
- Services provided must be safe, high-quality, culturally relevant, and adaptable to participants' ongoing needs and goals.
- Right to make complaints without fear of retribution, with access to external agencies for support.
- Services must be provided by appropriately qualified staff to ensure professional and competent care.
- Participants have the right to change service providers, with support provided to facilitate the transition.
- Participants may have a support person or advocate present in interactions with the organization.
- Refusal of a service or support will not impact future access to services.
- Participants are encouraged to pursue complaints about service provision with full support and without retaliation.

Participant Responsibilities

- Treat staff and other participants with courtesy and respect.
- Respect the human and legal rights and dignity of staff and other participants.
- Be responsible for your choices and the results of any decisions you make.
- Proactively participate in the development, implementation and review of person-centred support /care plans.
- Communicate any changes in your circumstances and needs to staff.
- Promptly pay any fees and charges associated with the provision of your service.
- Inform the company as early as possible when support is not required.