

## PERSON-CENTRED SUPPORTS POLICY AND PARTICIPANT SERVICE CHARTER OF RIGHT

The NDIS Commission aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities. Our organisation has used this statement as the basis of our policy.

The purpose of this policy is to empower people with disabilities to exercise choice and control in the support services they receive while ensuring appropriate protections are in place; and building the capacity of people with disabilities, their families, and their carers to make informed decisions about NDIS providers.

The policy applies to all staff and participants. It is aimed at informing participants of the rights.

### POLICY

Full Care Lifetime will provide support that promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making. The Participant Service Charter outlines your rights, how you will be treated, and what you can expect from Full Care Lifetime. This Charter also sets out your responsibilities, and how you can give feedback on any aspect of the service.

Full Care Lifetime takes a person-centered and evidence-based approach to any services that we provide, where the participant, family or their advocate is primary to any decisions being made.

Full Care Lifetime exists to work with our participants, their advocates, family members and other service providers as relevant, to provide the services to meet our participant's need, within the scope of our services.

We will provide support and work with community groups or education programs directly, or in partnership with other services. You can find information about our services on our website, Full Care Lifetime or by asking one of our staff.

We will work with other groups, services and programs either directly or in partnership to ensure that relevant supports are provided.

Our Charter of Rights will be given to participants in the form of a Handbook, Easy Read Format using simple terminologies such as Your Rights, Your Responsibilities and Our Responsibilities.

### Charter Of Rights

#### Participants rights

Full Care Lifetime adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

Participants have the right to:

- Have access and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access supports that respect your culture, diversity, values and beliefs.

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- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise 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 Caring Carers well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centered supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.

## Participant Responsibilities

The information below explains the participants responsibilities when using our services.

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Tell us if you have problems with either our staff or services that you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your own health and wellbeing as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 24 hours' notice when you will not be home for your service
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.

## Right to give Feedback

Full Care Lifetime values participant's feedback. This may be on something that we did well or something that we need to do better. Here are several ways that participants can do this:

1. Completing a Complaint/Feedback form
2. Talking directly to a Staff
3. Ask to speak to a more senior person
4. Contacting the office on the phone
5. Anonymously

Full Care Lifetime will resolve complaints openly, honestly and quickly. Your complaint and a response will be acknowledged within one (1) working day. (See our Complaints/ Feedback Policy and Procedures for our detailed process).

If you are not satisfied with the resolution of your complaint, you may contact an independent body such as:

Ph: 1800 035 544 (free call from landlines) or TTY 133 677.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

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### NDIS Code of Conduct

Our team will provide supports or services to the participants and will provide a quality service if you and your family and advocate.

- Provide complete and accurate information about yourself, and your situation
- Explain if there is a change in your health.
- Let your Staff know if things change, or if you cannot keep an appointment or commitment.
- Complete consent forms, so we can work with your advocate (if applicable).
- Act respectfully and safely towards other people using the service, and towards our frontline staff.
- Provide feedback about the service, and how you think we could do things better for you.
- Report back to us if unhappy with our services or if there is any matter of concern.

### Our commitment to participants

Full Care Lifetime takes a strengths-based, person-centered, holistic approach to care and support, where the participant or their advocate is primary to any decisions being made. Our team will ensure that your services are managed with respect and in consultation with you. When you are in contact with our organisation, we will:

- Always treat you with respect.
- Treat you fairly and without discrimination.
- Inform you of your rights and responsibilities through our orientation process, easy read documents and handbooks.
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services that you access.
- Support you to connect with other services if needed.
- Tell you how to provide us with feedback on our service,
- Ensure your safety and undertake practices that prevent injury to you and others.
- Help you to access and use our services.
- Comply with your signed Service Agreement.
- Inform you of your rights and responsibilities.
- Arrange for an interpreter or other language services, if you need this.
- Be polite and respect your views, opinions, personal circumstances and cultural diversity.
- Provide you with advice and different options on other supports and services that may be available.
- Provide staff that has the appropriate skills and competencies to meet your needs.
- Treat you with dignity, fairness and respect, without discrimination or victimisation.
- Inform you how you can make a complaint and provide information on how we will respond to that complaint.
- Provide support and care that recognises and acknowledges each person's preferences, choices, interests, and capability.
- Support your rights to receive quality care, and support in an appropriate environment which promotes your participation.
- Provide services that meet or exceed relevant industry standards such as the NDIS Practice Standards and Quality Indicators, NDIS Rules and the Charter of Rights.