



Participants Rights Policy

VERSION:	11
TITLE OF AUTHOR:	Director
NAME OF RESPONSIBLE DIRECTOR:	Dr Sarita K Hamall
EFFECTIVE DATE:	July 2024
NEXT REVIEW DATE:	January 2025



Participant Rights

Introduction

Participant rights set a clear context for how our supports and services are provided.

All participants have the right to:

- receive person-centred supports
- have individual values and beliefs respected
- privacy and dignity
- independence and informed choice
- be free from violence, abuse, neglect, exploitation or discrimination.

Applicability

When
<ul style="list-style-type: none"> • applies to supports and services provided to all participants.
Who
<ul style="list-style-type: none"> • applies to all representatives including key management personnel, directors, full time workers, casual workers, contractors and volunteers.

Documents

- NDIS (Provider Registration and Practice Standards) Rules 2018
- NDIS (Quality Indicators) Guidelines 2018

Summary:

Sets a clear context for how our supports and services are provided

Category:

Core Policies

Supporting Policy Directives

Person-Centred Supports

- each participant can access supports that promote, uphold and respect their legal and human rights
- each participant is enabled to exercise informed choice and control
- supports provided promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making.

Individual Values and Beliefs

- each participant can access supports that respect their culture, diversity, values and beliefs
- each participant's autonomy is respected, including their right to intimacy and sexual expression.

Privacy and Dignity

- each participant can access supports that respect and protect their dignity and right to privacy.

Independence and Informed Choice

- each participant is supported to make informed choices, exercise control and maximise their independence in relation to the supports provided.

Freedom from Violence, Abuse, Neglect, Exploitation or Discrimination

- each participant can access supports free from violence, abuse, neglect, exploitation or discrimination.



Every person that is receiving help from us has rights.



Your rights help make sure that you receive the best services for you.



This document outlines the basic rights that you have at all times.



This document should be read together with other easy read documents.



Other easy read documents you will be given will give you more information about your rights.



Your Rights

You have the right to access services that:

- respect all your legal and human rights
- promote your freedom of expression.



You have the right to make choices about every aspect of the services you receive.



You have the right to maximise your independence.



You have the right to have your culture, values and beliefs respected.



You have the right to intimacy and to express yourself sexually.



You have the right to feel comfortable when receiving services.



You have the right to have your information kept private.



You have the right to get services that are free from:

- violence
- abuse
- neglect
- exploitation

- discrimination.



You have the right to access an advocate.



You have the right to give us feedback at any time.



If you are not happy with our services, you have the right to make a complaint (for further information and contact details please see the [Feedback and complaints easy read](#))



<p>Legislation this policy is based on:</p> <p>Link: https://www.legislation.gov.au/Details/F2018L00631</p> <p>Link: https://www.legislation.gov.au/Details/F2018N00041</p>	<p>NDIS (Provider Registration and Practice Standards) Rules 2018</p> <p>NDIS (Quality Indicators) Guidelines 2018</p>
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Version Control Sheet

VERSION	DATE	AUTHOR	SUMMARY OF CHANGES
V11	31.07.2024	Marisa Smythe	Updated Policy with no changes
V10	30.01.2024	Marisa Smythe	Updated Policy with no changes
V9	31.07.2023	Chris Hamall	Updated Policy with no changes
V8			
V7			
V6	06/12/2021	Casey Tarrant – Little Star	Updated Policy with no changes
V5	06/07/2021	Casey Tarrant – Little Star	Updated Policy with no changes
V4	18/01/2021	Casey Tarrant – Little Star	Updated Policy with no changes
V3	30/06/2020	Director - Dr Sarita Hamall General Manager – Chris Hamall	Updated Policy with no changes
V2	20/01/2020	Director – Dr Sarita Hamall	Updated Policy with no changes
1 Modified	03/07/2019	Director - Dr Sarita Hamall	New Policy
Created	06/06/2018	Centro Assist	

