

056 – PARTICIPANT RIGHTS POLICY OPERATIONAL POLICY



POLICY TITLE:	056 – PARTICIPANT RIGHTS POLICY		
VERSION:	002	DATE EFFECTIVE:	10/06/2020
AUTHORISED BY:	Chief Executive Officer	DATE REVIEWED:	26/09/2022

PURPOSE

The policy will outline Participants rights, providing clear guidelines for all persons accessing or delivering services associated with ARC Disability Services Inc. (ARC).

SCOPE

This policy applies to all employees, volunteers and participants who access or deliver ARC services.

IMPLEMENTATION

ARC ensures that at all times a participants legal and human rights are understood and incorporated into everyday practices. These rights include, but are not limited to:

- The right to person centred supports
- The right to independence with informed choice
- The right to hold individual values and beliefs.
- The right to access supports free from violence, abuse, neglect, exploitation or discrimination.

PERSON CENTRED SUPPORTS

ARC ensures that Person Centred Supports are maintained at all times. This is achieved through communication about supports with the participant and their family. It is essential that at all times this communication is provided in the language, mode and terms that the participant is most likely to understand. This communication method is discussed with the participant upon commencement of services and will be recorded in the participants file. Participants are encouraged to engage with their family, friends and community to promote community inclusion and prevent social isolation. This is done through social events and picking the correct support staff that fill a participants needs.

INDIVIDUAL VALUES AND BELIEFS

ARC ensures that at the direction of the participant, their culture, diversity, values and beliefs are identified and sensitively responded to within direct service provision. ARC ensures that at all times the needs of participants are met, a participant may request workers of any background to assist in maintaining these rights. In determining access to services Participants will not be discriminated against on the basis of culture, diversity, values or beliefs.

INDEPENDENCE AND INFORMED CHOICE

It is important that each participant maintains active decision-making and individual choice at all times within service provision. ARC ensures that active decision-making in supports and individual choice is supported for each participant, this includes the timely provision of information provided in the language, mode and terms that the participant is most likely to understand.

At all times participants are supported to maintain their autonomy, this includes their right to sexual expression and the right to dignity of risk. Refer to ARC's Duty of Care Dignity of Risk and the Least Restrictive Alternative Policy or Freedom of Choice Policy for more information.

Each participant that accesses ARC's services has sufficient time to consider and review their options, this occurs at all stages of support provision. A participant may request to have an advocate present to assist in their informed choice at these times, information regarding advocacy can be found in ARC's advocacy policy.

VIOLENCE, ABUSE, NEGLECT, EXPLOITATION AND DISCRIMINATION

ARC recognises the right of all participants to feel safe and to live in an environment that is proactive in protecting participants from violence, abuse, neglect, exploitation and discrimination. People living with

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disabilities may depend on others for care and support, resulting in participants being some of the most vulnerable members of our society. Refer to the following policies and procedures for more information:

- Children and Other Vulnerable Persons Policy;
- Children and Other Venerable Persons Risk Management Strategy;
- Recognition and Reporting of Abuse, Neglect or Exploitation Policy;
- Recognition and Reporting of Abuse Procedure;

REFERENCES

NDIS Quality and Safeguards Framework

NDIS Act 2013

AUTHORISATION

This Policy is approved and issued by:

BENJAMIN KEAST

Chief Executive Officer

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