

# PARTICIPANT RIGHTS AND PERSON-CENTRED SUPPORTS POLICY OPERATIONAL POLICY



<b>POLICY TITLE:</b>	<b>PARTICIPANT RIGHTS AND PERSON-CENTRED SUPPORTS POLICY</b>		
<b>VERSION:</b>	003	<b>DATE EFFECTIVE:</b>	10/06/2020
<b>AUTHORISED BY:</b>	Chief Executive Officer	<b>DATE REVIEWED:</b>	15/02/2024

## SUMMARY

We focus on meeting your needs, supporting your choices, and being part of the community. We respect your rights, value your dignity, and assist you in achieving your aspirations.

## PURPOSE

ARC Disability Services Inc. (ARC) is committed to upholding the rights of participants with disabilities, guided by the principles established by the NDIS Quality and Safeguards Commission. This commitment aligns with Australia's obligations under the United Nations Convention on the Rights of Persons with Disabilities, ensuring dignity, respect, and freedom from abuse, exploitation, and violence for participants.

Our policy empowers participants to actively engage and participate equally in Australian society, including exercising choice and control over their support services. It aims to ensure their inclusion in and access to mainstream and community-based activities, as well as other government initiatives. ARC is dedicated to providing necessary protections and enhancing the ability of participants, their families, and their advocates, to make well-informed decisions. Our efforts are focused on enabling participants to pursue their aspirations and actively engage in their communities, fostering inclusion and participation.

## SCOPE

This policy applies to all employees, volunteers and participants who access or deliver ARC services. The policy aims to assist participants in understanding their rights.

## IMPLEMENTATION

ARC is committed to supporting individuals' rights, including freedom of expression, self-determination, and decision-making. We promote, uphold, and respect these principles in all our services. Adopting a person-centred and evidence-based approach ARC ensures that service provision is primarily guided by the preferences of the participant, family, or their advocates, emphasising the importance of individual choice and informed decision-making.

Our commitment extends to ensuring people with disabilities are connected to their communities.

### We achieve this by:

- Providing information on mainstream services and community activities which will benefit participants.
- Contributing to developing links and networks within the community.
- Working in partnership with community organisations to provide opportunities for active participation in local activities.
- Supporting key workers to build their capacity so that they can sustain their role, which could involve linking them into direct-carer support services.
- Linking the participant and their families to social and recreational activities that provide the family with a break from their caring role and connect them with the community.
- Sourcing activities that promote the participant's wellbeing, such as personal development, peer support, and mentoring.

ARC prioritises collaboration with participants, their advocates, family members, and service providers to ensure our services meet the participants' needs effectively. This collaborative spirit extends to our active support and partnership with community groups and educational programs, further enriching our service offerings and impact.

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### ENHANCING INFORMATION SHARING AND SUPPORT

ARC understands how important it is to connect people with disabilities and their families to the right information and support. We want to make sure everyone gets the help they need. That's why we work closely with others and share useful information in simple ways.

**Working Together:** We team up with different groups, like government agencies and community organisations. Together, we can find ways to fill any gaps in the support available. By sharing what we know and working together, we can offer better help to everyone who needs it.

**Sharing Useful Information:** We believe that everyone should have access to the information they need to make decisions. We use different ways to share important information, like our website, newsletters, and meetings. This helps people learn about the support available, how to get funding, and their rights under the NDIS.

**Building Skills and Confidence:** We want everyone to feel confident in asking for what they need. That's why we offer workshops, training, and support groups. These help people learn new skills, understand their rights, and speak up for themselves. We want everyone to feel empowered to make decisions about their own support.

**Including Everyone:** We believe in including everyone, no matter their background or abilities. We listen to feedback from people using our services to find out what works and what doesn't. Together, we come up with new ideas to make sure everyone can access our services and feel included.

**Checking What Works:** We always want to do better. That's why we regularly check how well our support and information-sharing are working. We ask for feedback from the people we help and those we work with. This helps us keep improving and making sure we're doing the best we can for people with disabilities and their families.

### PARTICIPANT NEEDS AND NDIS WORKFORCE CAPABILITY

At ARC we are committed to meeting the needs of our participants by aligning with the objectives of the NDIS Workforce Capability Framework. Focusing on the participant's perspective, we ensure that our practices are centred on empowering participants and enhancing their experience with our services.

- Fostering Meaningful Connections:** We believe in establishing connections that are meaningful and beneficial for participants. Our staff members prioritise building trusting and respectful connections with participants, fostering an environment where participants feel valued and understood.
- Understanding and Supporting Participant Goals:** Our approach is centred on understanding and supporting the goals and aspirations of each participant. By actively listening to participants and involving them in decision-making processes, we empower them to take control of their lives and work towards achieving their desired outcomes.
- Providing Tailored Support:** We recognise that each participant has unique needs and preferences. Our staff members are trained to provide support that is tailored to the individual needs of participants, ensuring that they receive the assistance and guidance they require to thrive.
- Being Present and Responsive:** Our team is dedicated to being present and responsive to the needs of participants. Whether it's offering support with daily activities or addressing concerns and challenges, we strive to be there for participants every step of the way.
- Seeking Feedback and Collaboration:** We actively seek feedback from participants and collaborate with them to evaluate and improve our services. By involving participants in the decision-making process and responding to their feedback, we ensure that our support remains relevant, effective, and aligned with their needs and preferences.
- Continuously Reflecting and Improving:** We regularly reflect on our practices and seek opportunities for improvement. By critically analysing our performance and the outcomes achieved, we continuously strive to enhance the quality of our support and services for participants.

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## CHARTER OF RIGHTS

The Charter of Rights, included in ARC's Participant Handbook, provides a clear explanation of the rights, care guidelines, and commitments ARC makes to its participants. It also outlines the responsibilities participants have and the ways they can provide feedback on the services received.

This charter is designed to ensure that all individuals feel informed and empowered to seek clarifications or further information, facilitating a constructive and supportive relationship between ARC and its participants.

## RELATED DOCUMENTS

- Participant Handbook
- Complaints and Feedback Policy
- Easy Read - Rights

## REFERENCES

- *NDIS Act 2013*
- NDIS Code of Conduct Rules 2018
- NDIS - Framework for Information Linkages and Capacity Building
- *NDIS Quality and Safeguards Framework*
- NDIS Practice Standards and Quality Indicators 2021
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Workforce Capability Framework
- United Nations Convention on the Rights of Persons with Disabilities

## AUTHORISATION

This Policy is approved and issued by:

**BENJAMIN KEAST**

Chief Executive Officer

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