
Person-Centered Supports Policy and Participant Service Charter of Rights.

Purpose

The NDIS Quality and Safeguards 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.

This policy aims to empower people with disabilities to exercise choice and control in their support services. Whilst ensuring appropriate protections are in place, and building the capacity of people with disabilities, their families, and their carers to make informed decisions about National Disability Insurance Scheme (NDIS) providers.

Scope

This policy applies to all staff members and participants; the policy aims to assist participants in understanding their rights.

Policy

Headway Gippsland will provide supports that promote, uphold and respect individual rights to freedom of expression, self-determination and decision-making.

The Participant Service Charter outlines the rights of participants, how participants will be treated and the obligations of Headway Gippsland. This charter also sets out participant responsibilities and feedback options on any service aspect.

Headway Gippsland takes a person-centered, evidence-based approach to any services that we provide, where the participant, family or their advocate/s is primary to any decisions made.

Headway Gippsland exists to work with our participants, their advocates, family members and other service providers, as relevant, to provide the services to meet our participants' needs within the scope of our services.

We will provide support and work with other community groups or education programs directly or partner with other services. Information regarding our services is located on our website, www.headwaygippsland.org.au or by asking a staff member.

Headway Gippsland will work with other groups, services and programs, either directly or in partnership, to ensure the provision of relevant support.

Person-Centered Supports Policy and Participant Service Charter of Rights.

Charter of Rights

Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting and assisting participants to achieve their goals and exercise their rights. Headway Gippsland adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry to these services.

Participants have the right to:

- access supports that promote, uphold and respect their legal and human rights exercise informed choice and control
- freedom of expression, self-determination and decision-making
- Access supports that respect culture, diversity, values and beliefs
- access a service that respects their dignity and right to privacy
- support access to make informed choices to maximise their independence
- access is free from violence, abuse, neglect, exploitation or discrimination
- receive support that is overseen by strong operational management
- access services which are safeguarded by caring carers who work within a 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 transition periods
- select to opt out of providing information, as required by NDIS.

Participants' responsibilities

Participants using our support services have responsibilities to Headway Gippsland. We ask that they:

- Inform Headway Gippsland about how you wish the support to be delivered to meet your needs
- Treat all staff and other participants who attend Headway Gippsland with dignity and respect
- Talk to Headway Gippsland if you have any concerns about the support being provided
- Headway Gippsland has a duty of care to its participants and if a participant has an unusual number of cancellations, then Headway Gippsland will seek to understand why they are occurring
- Give Headway Gippsland the required notice if you need to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Inform Headway Gippsland if your NDIS plan is suspended or replaced by a new NDIS plan or if you stop being a participant in the NDIS
- Adhere to the Headway Gippsland Code of Conduct.
- If Headway Gippsland does not receive your signed service agreement within 14 days of sending a copy of your agreement, we will consider this consent for services.

Person-Centered Supports Policy and Participant Service Charter of Rights.

Participant's right to provide feedback

Headway Gippsland values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals are unhappy with the service received or believe they have not been treated fairly.

The participants will be offered the opportunity to provide input into our organisation's management. The participant can voice their opinions by attending meetings with management or other relevant persons and writing guiding feedback and emails. All options are open as we wish to hear how to improve their service. You also have the right to an advocate when making a complaint.

Feedback can be provided in the following ways, including:

Via our website - <https://headwaygippsland.org.au/>

In writing to:
Headway Gippsland, PO Box 49 Morwell 3840

Or contacting the CEO or General Manager via email to feedback@headwaygippsland.org.au

If not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Alternatively, individuals can lodge a Complaint Contact Feedback Form via the NDIS Quality and Safeguards Commission website. To view go to [Complaint Contact Form](#)

NDIS Code of Conduct

Our team will provide support or quality services to participants, their families, and advocates. To enable us to do this, we request that all participants:

Provide complete and accurate information about themselves and their situation, explain any changes in their health, inform their staff if they cannot keep an appointment or commitment

Complete consent forms so that we can work with an advocate (if applicable), act respectfully and safely towards other people using the service, and towards our front-line worker, provide feedback about the service, and advise how services could be improved

Report back to us if you are unhappy with our services or if there is any matter of concern.

Our commitment to participants

Headway Gippsland takes a strengths-based, person-centered, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed respectfully and that we consult participants. When dealing with our stakeholders, we will:

- Review the provisions of support at least 6 monthly with you
- Provide supports that meet your needs at your preferred times and dates
- Communicate openly and honestly with you or your representative promptly
- Treat you with courtesy and respect.
- Consult you or your representative on decisions about how supports are provided

Person-Centered Supports Policy and Participant Service Charter of Rights.

- Give you or your nominee information about managing any complaints or disagreements and details of the provider's cancellation policy (if relevant)
- Listen to your feedback and resolve problems as quickly as possible within the guidelines
- Where possible, give you a minimum of 24 hours' notice if Headway Gippsland has to change a scheduled appointment to provide support to you
- Inform you promptly if we are unable to provide you with a suitable staff member or replacement
- Give you the required notice if the Provider needs to end the Service Agreement (see 'Ending this Service Agreement' below for more information)
- Protect your privacy and confidential Information
- Provide support in a manner consistent with all relevant laws, including the National Disability Insurance Scheme Act 2013 and rules and the Australian Consumer Law; keep accurate records on the support provided to you
- Issue regular invoices and statements of the support delivered to you
- Adhere to Headway Gippsland code of conduct.

References

NDIS Code of Conduct Rules 2018
NDIS Workforce Capability Framework
NDIS (Complaints Management and Resolution) Rules 2018
NDIS Practice Standards and Quality Indicators 2021
United Nations Convention on the Rights of Persons with Disabilities