

Rights and Empowerment Policy

Policy Area:	Participant Services	Document Owner:	CEO
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Policy Context

Relevant service standards: <ul style="list-style-type: none"> • NDIS Practice Standards: Person Centred Supports • NDIS Practice Standards: Individual Values and Beliefs • NDIS Practice Standards: Independence and Informed Choice 	Legislation/other requirements: <ul style="list-style-type: none"> • National Disability Insurance Scheme Act 2013 • Disability Act 2006 • Charter of Human Rights and Responsibilities Act 2006 • Disability Discrimination Act 1992 • United Nations Convention on the Rights of People with Disabilities
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Purpose

The purpose of this policy is to outline Distinctive Options' commitment to upholding the rights of participants and supporting them to be empowered, to create an environment where risks to the rights and wellbeing of individuals are minimised and to meet relevant service standards, regulatory requirements and comply with all relevant legislation.

Scope

This policy applies to participants who receive a service from Distinctive Options and the staff who support them.

Policy Statement

Distinctive Options affirms the importance of promoting and upholding human rights for people who use our services, and the commitment to planning and implementing quality service provision in a manner that observes these rights. The organisation is dedicated to supporting its participants to be empowered.

Policy Details

Distinctive Options is committed to ensuring that individuals both understand and exercise their rights and responsibilities. The more informed the individual is in regard to their rights, the greater the likelihood that they will be empowered to make informed choices and decisions.

All individuals have the right to:

- non-discriminatory, quality and respectful supports and services;
- have an advocate of their own choosing, including information about how to access one;
- access to legal advice, when required;
- be treated with dignity and respect;
- self-determination;
- choice and control in decision making;
- be consulted about their needs/preferences and to be actively involved in decision making;
- confidentiality and privacy (including physical privacy);
- have access to their records;
- know that other people can access their information only if the individual has given their informed consent, and then only if the other people have a need to know, except as required by legislation or court order;
- be given information that is accessible, accurate, timely and understandable;
- have their needs and rights met in a professional, ethical manner respecting differences such as language and culture;
- provide feedback;
- feel valued in society;
- express any complaint without fear and to have complaints dealt with fairly;
- have individual freedom of expression recognised and promoted; and
- have the involvement of families, friends, carers and advocates in the safeguarding of rights.

Distinctive Options has measures in place to ensure individuals' rights meet, if not exceed, legislative requirements and achieve positive outcomes for people with disability. These measures apply to the service, its staff and volunteers.

These measures include:

- Providing information in the way that best facilitates the individual's understanding of their rights and responsibilities;
- Being aware of the different language, cultural and communication needs of people and using a range of alternative information and communication methods to enhance people's understanding;
- Consulting with participants regularly to gain feedback and input into arrangements with regards to their supports including support times and frequency, support and activity content as they relate to participant goals and preferences and satisfaction with all elements of their supports including with staff who continue to provide those supports;
- Providing support to assist people to exercise their rights and responsibilities using strategies based on the least restrictive options that are contemporary, evidence-based, transparent and capable of review;
- Ensuring all systems and processes meet legislative requirements; and
- Ensuring comprehensive quality systems are in place to regularly review systems, processes and feedback mechanisms including addressing any breach of rights promptly and systemically to ensure opportunities for improvement are captured.

Procedures

The following procedures are related to this policy:

- [Complaints Management and Response](#)
- [Service Delivery](#)
- [Participant Health and Safety](#)