

Participant rights

Version: 2

Published: 16 Apr 2021, 7:37 PM

Last edited: 16 Apr 2021, 7:37 PM

Approved: 16 Apr 2021, Julio Urquia

Next review: 25 Feb 2022

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
- transparency in the fees and costing of services
- the ability to provide feedback and make a complaint at any time
- withdrawal from services at any time.

Applicability

When

- applies to supports and services provided to all participants.

Who

- applies to all representatives including key management personnel, directors, full time workers, casual workers, contractors and volunteers.

Regulations relevant to this policy



NDIS (Quality Indicators) Guidelines 2018 (Cth)

Person-centred supports

The rights of participants are that;

- 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; in a manner that is inline with their capacity, 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.

Transparency in Fees

Where applicable, you will be advised of costs and fees associated with the provision of services and supports prior to commencing services. Additionally, information about fees and associated costs should be provided to you in writing.

Feedback and Complaints

You have the right to complain about your experience, without fear that your action will prevent further access to the service. Grievances and complaints can be made verbally or in writing and any grievance will be investigated and dealt with appropriately.

You also have the right to complain to the NDIS Commission about our services. Download a copy of our Client Feedback Form for information on how to make a complaint.

Withdrawal from Services

You may withdraw from participation in the service or any treatment programs and other activities, at any time. This will not prejudice any future assistance.

Additionally, Therapeutic Link reserves the right to withdraw services in situations where participants are intoxicated, direct verbal abuse at staff, physically threaten staff or sexually harass staff.