

Rights of Participants Policy

Springboard Support Coordination respects and fully commits to upholding the rights of all people, including those who have disabilities.

POLICY

Springboard Support Coordination's Participant Rights sets out its participants' rights. It also sets out participant's responsibilities and the responsibilities of Springboard Support Coordination in ensuring the rights of all participants and staff are upheld.

PROCEDURE

In supporting participants' rights, Springboard Support Coordination complies with the *United Nations Universal Declaration of Human Rights*, *United Nations Convention on the Rights of Persons with Disabilities*, *NDIS Act 2013 (Cth)* and *NDIS Practice Standards (2018) - Rights and Responsibilities*.

Springboard Support Coordination will provide all prospective and existing participants with information about their rights by:

- providing them with Springboard Support Coordination's *Participant Charter* and *Participant Handbook*;
- displaying the *Participant Charter* in Springboard Support Coordination's facilities; and
- verbal explanation by Springboard Support Coordination staff.

As per Springboard Support Coordination's *Service Access Policy and Procedure*, staff will discuss participants' rights and responsibilities with them during intake and assessment.

To ensure participants understand their rights, staff will provide information in ways that suit their individual communication needs. This includes using the language, mode of communication and terms that the participant is most likely to understand. Methods include providing written information in Easy English, explaining information either face-to-face or over the phone and using interpreters and advocates.

Written and verbal information about participant rights will include the advice that this Policy and Procedure can be provided upon request.

Complaints regarding their participant rights will be addressed in accordance with Springboard Support Coordination's *Complaints and Feedback Policy and Procedure*.

Staff Responsibilities

Upon commencement, all staff will undergo an Induction, which includes training on participant rights. Staff must understand participants' legal and human rights and incorporate them into their everyday practice.

Staff must think about where participants' rights are relevant to their work and the work-related decisions they make. Where rights are relevant, staff must consider whether or not the decision or action limits a participant's rights in any way.

Staff must be able to demonstrate that any limitation on a participant's rights is reasonable, lawful, necessary, and proportionate in the circumstances.

Staff must identify the culture, diversity, values and beliefs of each participant and sensitively respond to them throughout service delivery.

Springboard Support Coordination's *Continuous Improvement Register* will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be fed into Springboard Support Coordination's service planning and delivery processes.

HOW STAFF AND PARTICIPANTS CAN PROVIDE FEEDBACK

Springboard Support Coordination values your feedback on a positive experience you have had with the service or how it could be improved. We also would like to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably.

You can give this feedback by:

- Completing a Feedback or Complaint form
- Talking directly to a support worker
- Ask to speak to a more senior person
- Contacting the office on the phone

HOW THE COMPLAINTS, FEEDBACK WILL BE MANAGED

- Springboard Support Coordination will resolve complaints openly, honestly and quickly.
- Your complaint and a response will be acknowledged within one (1) working day.
- If you are not satisfied with the resolution of your complaint, you may contact an independent body such as:

EXTERNAL COMPLAINTS

NDIS Commission

Ph: 1800 035 544 (free call from landlines) or TTY 133 677. National Relay Service and ask for 1800 035 544.

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>