



HEARTFELT PERSONALISED SUPPORT

Participant Charter of Rights

Heartfelt Personalised Support respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you in exercising your rights, we must comply with the United Nations Universal Declaration of Human Rights, the United Nations Convention on the Rights of Persons with Disabilities, the United Nations Declaration on the Rights of the Child, the National Disability Insurance Scheme Act 2013 and NDIS Practice Standards and Quality Indicators - Rights and Responsibilities.

Participant's Rights

Heartfelt Personalised Support acknowledges that our clients have many individual rights. We understand these rights and work towards informing, supporting and assisting clients to achieve their goals and exercise their rights.

Heartfelt Personalised Support adopts a policy of non-discrimination in the provision of our supports and services to individuals and the eligibility and entry to these services.

All our clients have the right to:

- access supports that promote, uphold and respect their legal and human rights
- exercise informed choice and control
- have 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 to make informed choices to maximise their independence
- access supports free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- access services which are safeguarded by Heartfelt Personalised Support' well-managed risk and incident management systems
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports

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- consent to the sharing of information between providers during transition periods
- select to opt out of providing information, as required by NDIS.

Participant's Responsibilities

Heartfelt Personalised Support staff will provide quality support or services to participants, their families and advocates. Clients using our support and services have responsibilities to **Heartfelt Personalised Support**. We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs.
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Provide feedback about the service and advise how services could be improved.
- Share appropriate information to develop, deliver and review your Support Plan.
- Care for your own health and well-being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 48 hours' notice if you can't keep an appointment or commitment.
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your NDIS service agreement.
- Control pets during service provision if in a home environment.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- Advise our staff, when asked, if you wish to opt-out of a service.

Participant's right to provide feedback

Heartfelt Personalised Support values all feedback, positive and negative. We ask clients to speak up and not be silent; we want to know when a service has been exceptional or when

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Individuals aren't happy with a service received, or if they believe they have not been fairly treated.

Feedback can be provided in the following ways:

- complete a Feedback and Complaints Management Form, available from our office or via our website;
- talk directly to a staff member;
- ask to speak to a more senior person (e.g., Operations Manager)
- contact the office via the phone at +61 489 164 426
- email us using our email address: info@hpersonalisedsupport.org

Heartfelt Personalised Support will resolve complaints openly, honestly and quickly. We will acknowledge the complaint within one (1) business day. If you would like more information, please ask us about our Complaints and Feedback Policy and Procedure.

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

Commission website:

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

Our Statement of commitment to participants

Heartfelt Personalised Support takes a strengths-based, person-centred, holistic approach to care and support, where the client or their advocate is primary to the decision-making process. Our team will ensure that services are managed with respect and in consultation with clients. When dealing with our stakeholders, we will:

- treat people with respect, courteously, fairly, and without discrimination;
- inform clients of their rights and responsibilities through our orientation process, handbooks and Easy Read documents, if requested;
- protect personal information;

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- involve clients in any decisions regarding the services they access;
- assist clients in connecting with other services, if needed;
- ensure clients' safety and undertake practices that prevent injury;
- assist clients in accessing and using our services;
- comply with signed service agreements;
- inform clients of their rights and responsibilities throughout service delivery;
- arrange for an interpreter or other language services, if required;
- respect individual views, opinions, personal circumstances and cultural diversity;
- provide advice and options regarding other supports and services that may be available;
- ensure staff have the appropriate skills and competencies to meet client's needs;
- treat everybody with dignity, fairness and respect, without discrimination or victimisation;

- advise how feedback and complaints can be made and provide information on how we will respond to a complaint;
- provide support and care that recognises and acknowledges individual preferences, choices, interests and capabilities;
- support the right for participants to receive quality care in an appropriate environment which promotes participation;
- provide services that meet, or exceed, relevant industry standards such as the NDIS Practice Standards and Quality Indicators, NDIS Rules, and their Charter of Rights.

This Charter, along with the Rights and Responsibilities Policy and Procedure, will be reviewed at least annually by **Heartfelt Personalised Support**. Reviews will incorporate staff, participant and other stakeholder feedback.

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