

Participant Rights Policy

Off to Great Places is committed to developing a culture that supports the legal and human rights of participants and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

Off to Great Places understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

Who this policy applies to:

This policy applies to all representatives of Off to Great Places, including key management personnel, full-time, part-time or casual staff, as well as contractors and volunteers. This policy applies to all supports and services provided by Off to Great Places to NDIS participants.

Person-centred supports:

- 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 by Off to Great Places 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 and confidentiality

- Each Participant is entitled to access information that the service has about them

Independence and informed choice:

- Each Participant is entitled to receive sufficient information about the service and its terms of use
- Each participant is supported 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

Complaints and Feedback:

- Each participant is entitled to information on how to lodge a complaint if they are unhappy with any aspect of the service
- Each participant is entitled to have complaints dealt with fairly and promptly
- Off to Great Places welcomes feedback about services provided from participants, carers, families and service providers

Advocacy and Support:

Off to Great Places supports the right of participants to use an advocate of their choice to negotiate on their behalf. This may be in relation to assessment, reviews, complaints or any other communication between the participant and this organisation. The organisation will work co-operatively with any advocate nominated by a participant and treat them with respect.