A picture containing clock

Description automatically generated

**Person-Centered Supports Policy and Participant Service Charter of Rights**

**Purpose**

The basis of this policy is built on the NDIS Quality and Safeguards Commission, which aims to uphold the rights of people with disabilities.

This Policy aims to empower people with disabilities to exercise choice and control in receiving their supports. It ensures that the necessary protections are in place and builds the capacity of participants, their families, and their caregivers to make informed decisions.

**Scope**

The policy applies to all staff and participants.

**Policy**

Child and Adolescent Psychology Services aims to provide supports that uphold and respect participant rights to expression, self-determination, and decision-making.

The Participant Services Charters explains participant rights and how they are to be treated, and the obligation that the organisation has in upholding their rights. The charter also explains the responsibilities of participants and their freedom to provide feedback.

CAPS aim to provide services that focus on the participant, their family/caregiver, or an advocate as being the primary decision maker.

CAPS understand the importance of working with the participant, their families/caregivers, and advocates, to provide supports that are in-line with the needs of the participant.

CAPS will provide support while communicating with other organisations involved with participants to increase the quality of service being offered.

**Charter of Rights**

Organisation commitments

* actively work with the Participant to identify their wishes, will, preferences and rights to establish goals and needs and subsequently develop a Support Plan
* assist the participant to access an advocate as required by referral to appropriate service such as, [Disability Advocacy Finder](https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/),
* work with the Participant’s advocate, trusted decision maker and/or family member to assist the participant to exercise choice and control and to have their voice heard in matters that affect them. This can occur at any time while the participant is using Child and Adolescent Psychology services
* review the provision of supports at regular intervalswith the Participant and their advocated or trusted decision maker
* provide the agreed safe and high-quality supports that meet the Participant’s needs at the Participant’s preferred, location and times whenever possible
* respect and respond to the cultural values and beliefs of the participant
* communicate openly and honestly in a timely manner and in a way the participant can best understand including using an interpreter if required
* treat the Participant with courtesy and respect
* inform the Participant of all costs associated with the provision of supports including the cost associated with cancellations
* Protect the participant’s privacy and confidential information as per the Privacy Act 1988
* Store participant information in a secure electronic file, that is password protected and has appropriate firewall protection
* Inform the participant how to make a complaint and treat them fairly and impartially if they make a complaint
* Listen to the participant’s feedback and resolve problems quickly
* Give the participant a minimum of 48 hours’ notice (where possible) if the Provider has to change a scheduled appointment to provide supports
* Provide supports in a manner consistent with all relevant laws, including the [*National Disability Insurance Scheme Act*](https://www.ndis.gov.au/about-us/governance/legislation) and [Rules](http://www.comlaw.gov.au/Current/C2013A00020/Enables), and the Australian Consumer Law
* Keep accurate records on the supports provided to the participant
* Issue regular invoices for the provision of supports delivered to the participant
* Give the participant the required notice if the CAPS needs to end the Service Agreement (see Service Agreement)
* Continually inform the participant of possible risks and benefits associated with achieving their goals
* Investigate any incidents that occur and follow [NDIS (Incident Management and Reportable Incidents) Rules 2018](https://www.ndiscommission.gov.au/providers/incident-management-and-reportable-incidents). This includes involving the participant in the investigation and determining actions / outcomes.
* Respecting the participants freedom of choice
* Respecting the participants freedom of expression and decision-making
* Respecting participants culture, diversity, values and beliefs
* Take the necessary measure to prevent violence, abuse, neglect, exploitation and discrimination to participants, within the organisation’s realm of control
* Deliver services through competent and trained staff

Participant commitments

* Be involved in the development of the Support Plan and any other assessments
* Provide accurate information and keep CAPS informed of changes to personal information
* Inform CAPS of the receiving of any other services or supports
* Use equipment safely
* Ensure there are appropriate funds available for claiming services that have been booked and provided
* Treat staff with courtesy, respect, and dignity
* Provide a safe and smoke-free environment for the staff to work in if seen in the community
* Contact CAPS with any concerns about the supports being provided
* Give the organisation a minimum of two full business days’ notice if they cannot make a scheduled appointment
* Provide the required notice if they need to end the Service Agreement (see service agreement)
* Let the organisation know immediately if their NDIS plan is suspended or replaced by a new NDIS plan or they stop being a participant in the NDIS
* Provide feedback or lodge a complaint if you are dissatisfied with the service or the way it is delivered (see Complaint Policy)
* Discuss their concerns with possible risks associated with achieving their Support Plan
* Request a copy of any of our policies if further information is required
* Accept responsibility for their actions and choices
* Understand that there may be need for change
* Abide by the terms of the agreement

Participant’s right to provide feedback

CAPS understands the importance of participant feedback and values its assistance in the organisation’s growth. CAPS encourages participants and their families/caregivers to speak up on any issues. Participants can provide feedback in the following ways:

* In writing, with the option of remaining anonymous, sent to the organisations address
* Talking to a staff member or submitting a Feedback and Complaints form through a staff member
* Contacting the CEO
* Sending an email
* Completing a Participant Survey

For further information on feedback and complaints management, see Feedback and Complaints Management Policy and Procedure.

NDIS Code of Conduct

CAPS will provide supports in line with its code of conduct. For more information see NDIS Code of Conduct.