

POLICY NUMBER: NDIS SER DEL 28

INTENT

The NDIS Quality and Safeguards Commission aims to uphold the rights of people with disabilities, including the right to dignity and respect, and to live free from abuse, exploitation, and violence. This is in keeping with Australia's commitment to the United Nations Convention on the Rights of Persons with Disabilities. Real Living Options Association Inc. has used this statement as the basis of our policy.

The purpose of this policy is to empower people with disabilities to exercise choice and control in the support services they receive while ensuring appropriate protections are in place. Central to this is to assist the capacity building of people with disabilities, their families, and their carers to make informed decisions about National Disability Insurance Scheme (NDIS) providers.

DEFINITION

Person-centred: is about focusing care on the needs of the person rather than the needs of the Service.

Participant Service Charter of Rights: is a list of the most important rights to the Participant of the Service.

POLICY STATEMENTS

- Real Living Options Association Inc. will provide support that promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
- The Participants Service Charter of Rights outlines the rights of Participants, how Participants will be treated and the obligations of Real Living Options Association Inc. This charter also sets out Participants responsibilities and how they can provide feedback on any aspect of the service.
- Real Living Options Association Inc. takes a person-centred, evidence-based approach to any services that it provides where the Participants, family or their advocate/s is primary to any decisions made.

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File Path:	https://reallivingoptions.sharepoint.com/sites/RealLivingOptions/Shared Documents/All Staff/Policy/NDIS Service Delivery/NDIS SER DEL 28 Person-Centred Supports and Participant Service Charter of Rights.docx			NON-CONFIDENTIAL		Page 1 of 6	

- Real Living Options Association Inc. exists to work with Participants, their Representative/Nominee and other service providers, as relevant, to provide the services to meet Participants' needs, within the scope of the services.
- Real Living Options Association Inc. will provide support and work with community groups or in partnership with other services. Information regarding the service is located on the website, www.realivingoptions.com.au or by asking a Staff member.
- Real Living Options Association Inc. will work with other groups, services and programs, either directly or in partnership, to ensure the provision of relevant supports.

Charter of Rights

Participants' Rights

Participants have many individual rights. Real Living Options Association Inc. understands these rights and works towards informing, supporting and assisting Participants to achieve their goals and exercise their rights. Real Living Options Association Inc. adopts a policy of non-discrimination in the provision of its support services to individuals and the eligibility and access to these services. Participants have the right to:

- Access supports that promote, uphold and respect their legal and human rights
- Exercise informed choice and control to maximise independence
- 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
- Access supports to make informed choices to maximise their independence
- Access supports free from violence, abuse, neglect, exploitation or discrimination
- Receive supports which are overseen by proactive operational management
- Access services which are safeguarded by caring support workers who work within a well-managed risk and incident management system
- Receive services from workers who are competent, qualified and have expertise in providing person-centric support
- Give consent to the sharing of information between providers during transition periods
- Select to opt-out of providing information, as required by NDIS.

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Our Commitment to Participants

Real Living Options Association Inc. takes a strengths-based, person-centric, holistic approach to care and support, where the Participants or their Representative/Nominee is primary to the decision-making process. The Service will ensure that services are managed with respect and in consultation with Participants and/or their Representative/Nominee. When dealing with stakeholders the Service will:

- Treat people with respect.
- Treat individuals courteously, fairly and without discrimination.
- Inform Participants and/or their Representative/Nominee of their rights and responsibilities through the orientation process, easy read documents.
- Protect personal information.
- Involve Participants in any decisions regarding the services they access.
- Assist Participants in connecting with other services, if needed.
- Inform Participants and/or their Representative/Nominee how to provide feedback on services.
- Ensure Participants safely undertake practices that prevent injury.
- Assist Participants in accessing and using services.
- Comply with signed service agreements.
- 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 Participants needs
- Treat everybody with dignity, fairness and respect, without discrimination or victimisation.
- Advise how complaints can be made and provide information on how the Service will respond to that complaint.
- Provide support and care that recognises and acknowledges individual preferences, choices, interests and capability.
- 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.

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PROCEDURES

Participants' Responsibilities

Participants using the support services of Real Living Options Association Inc. also have responsibilities. Participants are required to:

- Respect the rights of Staff to ensure a workplace that is safe, healthy and free from harassment.
- Abide by the terms of their Service Agreement.
- Understand that their needs may change and, correspondingly, services provided may need to change to meet their needs.
- Accept responsibility for their actions and choices, even though some decisions may involve risk.
- Inform the Service if they have any problems with Staff or the services received.
- Share appropriate information to develop, deliver and review their support plan.
- Care for their health and wellbeing, as much as they are able to.
- Provide information that will help the Service better meet their needs.
- Provide the Service with notice if they do not require their service.
- Understand that support staff are only authorised to perform the agreed number of hours and tasks outlined in their service agreement.
- Contribute and participate in the safety assessments of their home.
- Control pets during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Inform the Service in writing (where able) and provide appropriate notice before terminating a service.
- Advise staff if they wish to opt-out of a service/activity.

Participants' Right to Provide Feedback

Real Living Options Association Inc. values all feedback, positive and negative. Participants are encouraged to speak up and not be silent. Feedback can be provided in the following ways:

- Complete a Feedback Form.
- Talk directly to a staff member.
- Ask to speak to a more senior person/manager.
- Contact the office via phone or email.
- Contact the Service anonymously.

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NDIS Code of Conduct

Real Living Options Association Inc. will provide support or services to Participants and quality service to Participants and/or their Representative/Nominee. To enable this to be achieved all Participants must:

- Provide complete and accurate information about themselves and their situation.
- Notify the Service of any changes in their health.
- Inform the Service if they are unable to keep an appointment or commitment.
- Complete consent forms so that the Service can work with Representatives/ Nominees and/or an advocate (if applicable).
- Act respectfully and safely towards other people using the Service and towards all Staff.
- Provide feedback about the Service and advise how services could be improved.
- Report back to the Service if unhappy with services, or if there is any matter of concern.

DELEGATIONS

Management Committee

- Ensure as far as practicable that all related Service Delivery and Staff Policies and Procedures are reflective of this Policy.

General Manager

- Ensure as far as practicable that all staff have read and understood this policy.

RELATED DOCUMENTATION

NDIS Individual Service Agreement.

Feedback & Complaints Form.

Easy Read Complaints and Feedback.

Policy NDIS SER DEL 6 Participant and Representative/Nominee Complaints, Disputes, and Appeals.

REFERENCES

NDIS Code of Conduct Rules 2018.

NDIS (Complaints Management and Resolution) Rules 2018.

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NDIS Practice Standards and Quality Indicators.

United Nations Convention on the Rights of Persons with Disabilities.

Human Services Act 2019 (Qld).

AMENDMENTS/REVIEWS

Amended 02/03/2023.

Amended 02/07/2026.

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