Pol_219	**Participant Rights**

Life Choice is committed to developing an organisational 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

Life Choice 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.

Record of policy development		
Version	**Date approved**	**Date for review**
2020/2	September 2022	September 2024

Responsibilities and delegations	
This policy applies to	This policy applies to all staff, contract workers, agency workers and volunteers
Policy approval	Quality & Risk Committee

Policy context – this policy relates to:	
Standards	National Standards for Disability Services National Disability Insurance Scheme Quality and Safeguarding Framework
Legislation	Age Discrimination Act Australian Human Rights Commission Act Disability Discrimination Act Carers Recognition Act Racial Discrimination Act Sex Discrimination Act Disability Services Act National Disability Insurance Scheme Act 2014: Principles
References	National Disability Services
Organisation policies	Participant Service Charter Code of Conduct Continuous Improvement Policy Participant Advocacy and Support

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Forms, record keeping, other documents	Authority to Act as an Advocate form

Procedures

Life Choice will:

- provide easily understood and accessible information to all participants at service commencement about what the organisation does, how participants can contact the organisation, the service standards participants can expect and opportunities to provide feedback or make a complaint
- involve participants in the development of policies and procedures that impact on their service
- ensure that participants are treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.

At Life Choice participants are entitled to:

- participate in decisions about their lives
- receive sufficient information about the service and its terms of use
- privacy and confidentiality
- access information that the service has about them
- be treated with dignity and respect
- be free from physical, sexual, emotional and verbal abuse
- information on how to lodge a complaint if they are unhappy with any aspect of the service
- have complaints dealt with fairly and promptly
- be free from discrimination
- appeal decisions made about them and to have their appeal dealt with fairly
- a safe and healthy environment within the service and their facilities
- understand information to make informed life choices

NDIS Specialist Disability Accommodation participants:

- reasonable adjustments and modifications to their dwellings to meet their needs
- respect of their autonomy, right to privacy, intimacy and sexual expression

Life Choice Participant Service Charter outlines these rights and responsibilities in a way that is accessible and easily understood by participants.

End of document

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