

Pol_032	<b>Childs Rights and Responsibilities</b>
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**“Children have many Rights and Responsibilities just like everyone”**

Life Choice aims to inform children, young people and families about their rights, responsibilities, expectations from us and information regarding service options.

Families at Life Choice will be:

- supported to understand and be confident in exercising their rights
- empowered to make choices and decisions to establish child-centred goals and
- able to request support services that optimise their functional capacity, independence, health and wellbeing

By enabling families to understand their responsibilities, Life Choice will be in the best position to provide a thorough and continuous service to each child and maintain a high level of safety for staff involved in the service.

**Record of policy development**

Version	Date approved	Date for review
2020/2	February 2023	February 2025

**Responsibilities and delegations**

This policy applies to	It is the responsibility of all staff who work with children to apply this policy.
Policy approval	Quality & Risk Committee

**Policy context** – this policy relates to:

Standards	<a href="#">NDIS Practice Standards and Quality Indicators</a> <a href="#">NDIS Quality Indicators Guidelines 2018</a>
Legislation	<a href="#">Human Rights and Equal Opportunity Commission Act 1986</a> <a href="#">NDIS Charter of Rights</a>
References	<a href="#">Qcoss</a> <a href="#">Yooralla</a> <a href="#">Childsafe Human Rights</a>
Organisation policies	<a href="#">Code of Ethics and Conduct Policy</a> <a href="#">Privacy and Confidentiality Policy</a> <a href="#">Complaints Management Policy</a>
Forms, record keeping, other documents	Service Agreement Participant handbook Easy Read Rights

## POLICY

Life Choice requires that families be treated with respect, dignity and courtesy regardless of:

- age
- disability
- cultural and linguistic background
- gender
- sexual orientation
- socio-economic status
- religious or spiritual beliefs

Children and families have the right to privacy and confidentiality, within the limits imposed by the law and the duty of care.

This policy will ensure that all children will:

- Be treated in a considerate and caring manner
- Have the right to remain independent to make decisions regarding their support strategies and plans, ensuring dignity of risk and duty of care.
- Have access to read their records with a designated staff member (where appropriate)

Life Choice will:

- Provide a safe environment.
- Respond to children and provide services in a prompt manner
- Give accurate and relevant information in a timely manner.
- Transfer a child to a different allied health professional as requested.
- Respond to all complaints in a timely manner and use this information to improve services.
- Investigate all complaints appropriately and in confidence

### Participants have a responsibility to:

- treat staff and volunteers with fairness, honesty and respect;
- respect other participants, including their rights to privacy and confidentiality;
- follow our policies and procedures where these relate to service delivery and safety
- Provide us with complete and accurate information

## PROCEDURE

### Children Rights and Responsibilities Principles



All Life Choice staff and volunteers receive training in and have thorough understanding of Child's Rights and Responsibilities.

Each Child is provided information to assist them in understanding:

- Life Choice services and supports.
- The costs of these services.
- Their Rights and Responsibilities in receiving services.
- Complaints processes.
- Advocacy services.
- Other relevant information that may affect how and when services are delivered.

### Initial Assessment

1. The following documents are to be provided to the family or the child's advocate which contain information relating to the Child's Rights and Responsibilities.
  - Service Agreement
  - Handbook
2. Discuss the child's rights and family's responsibilities with the family referring to the written information provided if required
3. Where family members may have or are suspected to have cognitive impairment or where their disability means that they lack capacity to understand their rights, then we will ensure there is an advocate or representative present that can understand the child's rights and their representatives' responsibilities.
4. Translation services will be provided if language is a barrier for a family to understand their rights or responsibilities. A copy of the rights and responsibilities can also be provided in a language of choice or in an easy read format as required.
5. Confirm that the child and/or their representatives understand their rights and responsibilities.
6. Provide the child and their representative(s) a contact number if they have any questions about their rights and responsibilities or the provided printed material that addresses these.

### Continued Protection of the Child Rights and Responsibilities

- Discuss rights and responsibilities at our service reviews and provide updated information/pamphlets to the family or their advocates
- Life Choice will monitor service provision to ensure family and child rights are respected
- Families and staff will be surveyed at least annually to obtain feedback regarding Life Choice's commitment to upholding the rights and responsibilities
- Audits pertaining to child rights and responsibilities will be carried out annually.

### Networks

Our professionals will ensure that the child's support networks are actively involved in their development.

This may include:

- Engagement in activities
- Interaction modelling
- Explanation of how to continue the activities during the child's day
- Informing of the learning process and how to involve support networks in the child's development

### Coordination with other services and support networks

If other agencies are involved in providing services, they should all be involved in the review of participant services. If appropriate, a joint review could occur or alternatively, a case discussion following the review.

**Remember!** The participant must be advised of the proposed discussion and the permission obtained before any information is shared.

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*End of document*

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