

Participant Rights Policy

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I Can Jump Puddles 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

I Can Jump Puddles 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 I Can Jump Puddles, 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 I Can Jump Puddles to NDIS participants.

Policy

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 I Can Jump Puddles 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

I Can Jump puddles welcomes feedback about services provided from participants, carers, families and service providers

Advocacy and Support

I Can Jump Puddles 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.

I Can Jump Puddles is also committed to providing clients with advocacy and support when it is requested.

I Can Jump Puddles Client Service Charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

Related Documentation

- NDIS (Provider Registration and Practice Standards) Rules 2018
- I Can Jump Puddles Complaints Management Policy
- I Can Jump Puddles Complaints Management Procedure
- I Can Jump Puddles Client Service Charter
- I Can Jump Puddles Advocacy Policy