



Empowering People with Disabilities

POLICY No: 1.1.01

Service Charter of Rights

Core Module 1 – Rights and Responsibilities

Person-Centred Supports

1.0 PURPOSE

The NDIS Commission aims to uphold the rights of people with disabilities, including the rights 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 of the Rights of Persons with Disabilities. Elba *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, and building the capacity of people with disabilities, their families, and their carers to make informed decisions about the NDIS providers.

2.0 SCOPE

This policy applies to all staff and members. It is aimed at informing members of their rights.

3.0 POLICY

Elba will provide supports that promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making. The Member's Rights and Responsibilities outlines your rights, how you will be treated, and what you can expect from Elba. This Charter also sets out our responsibilities, and how you can give feedback on any aspect of the service.

Elba takes a person-centred and evidence-based approach to any services that we provide, where the member, family or their advocate is primary to any decision being made.

Elba exists to work with our member's needs, within the scope of our services.

You can find information about our services on our website www.elba.net or by asking one of our staff.

Our Charter of Rights will be given to new members in the form of our Member's Pack, Easy Read Format using simple terminologies such as Your Rights, Your Responsibilities and Our Responsibilities.

4.0 CHARTER OF RIGHTS

4.1 Your Rights

As an individual using our support services, you have many rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights and in achieving your goals. Elba adopts a policy of non-discrimination regarding eligibility and entry to services, and in the provision of our support services to individuals.

You have the right to:

- Have access and support that promote, uphold and respect your legal and human rights
- Exercise informed choices and control.
- Freedom of expression, self-determination and decision-making
- Access supports that respect your culture, diversity, values and beliefs
- A service that respects your rights to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by Caring Support workers well-managed risk and incident management system.
- Receive services from Support Workers who are competent, qualified and have expertise in providing person-centred supports.
- Consent to the sharing of information between providers during the transition.
- Opt-out of giving information as required by NDIS.

4.2 Your Responsibilities

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services. We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your service may need to change to meet your needs.
- Accept responsibility for your actions and choices even though some decisions may involve risk.

- Tell us if you have problems with either our staff or services that you are receiving
- Give us enough information to develop, deliver and review your Support Plan.
- Care for your health and wellbeing as much as you are able.
- Adhere to the cancellation policy terms set out in your service agreement for cancelling a support worker's permanent shift.
- Be aware that our staff are only authorised to perform the agreed number of hours shown on your roster located in the CareMaster App and tasks outlined in your care plan.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Tell us in writing (where able) and give us four weeks' notice before the day you intend to stop receiving services from us.
- To inform staff if you wish to opt-out when asked.

4.3 Your Right to give Feedback

Elba values your feedback. This may be on something that we did well or something that we need to do better. Do not be silent, let us know you are not happy with the service you have received or believe you have not been treated fairly.

Here are several ways that you can do this:

1. Completing a Complaint form
2. Talking directly to a worker
3. Asking to speak to the CEO
4. Anonymously

Elba will resolve complaints openly, honestly and quickly. Your complaint and a response will be acknowledged (see our Feedback, Complaints and Incident Management Policy for more detailed process)

4.4 NDIS Code of Conduct

Our team will provide support or services to the member, and will provide a quality service if you and your family and advocate:

- Provide complete and accurate information about yourself, and your situation
- Explain if there is a change in your health
- Let your Support Worker know if things change, or if you cannot keep an appointment or commitment.
- Complete consent forms
- Act respectfully and safely towards other people using the service, and towards our frontline staff.

- Provide feedback about the service, and how you think we could do things better for you.
- Report back to us if unhappy with our services, or if there is any matter of concern.

4.5 Our Commitment to Members

Elba takes a strengths-based, person-centred, holistic approach to care and support, where the member or their advocate is primary to any decisions being made. Our team will ensure that your services are managed with respect and in consultation with you. When you are in contact with Elba, we will:

- Always treat you with respect
- Treat you fairly and without discrimination
- Inform you of your rights and responsibilities through our orientation process, and member pack.
- Protect your personal information and only use it for the right reasons
- Involve you in decision about the services that you access.
- Support you to connect with other services if needed.
- Tell you how to provide us with feedback/ complaint on our services
- Ensure your safety and undertake practices that prevent injury to you and others.
- Help you to access and use our services.
- Comply with your signed Service agreement
- Arrange for an interpreter or other language service, if you need this.
- Be polite and respect your views, opinions, personal circumstances and cultural diversity.
- Provide staff that have the appropriate skills and competencies to meet your needs.
- Provide services that meet or exceed relevant industry standards such as the NDIS Practice Standards and Quality Indicators, NDIS Rules and the Charter of Rights.

5. PERFORMANCE STANDARDS

Members and employees have access to this policy. A copy of the policy is kept at Elba's office

6. REVIEW OF THE POLICY

This policy will be reviewed on a four yearly basis. However, if at any time the legislative, policy or funding environment is so altered that the policy is no longer appropriate in its current form, the policy will be reviewed immediately and amended accordingly.

Policy Title	Charter of Rights
Date Adopted by Elba.	Aug 2021
Board Approval	September 2021
1 st Review Date	Aug 2025
2 nd Review Date	
3 rd Review Date	
4 th Review Date	
5 th Review Date	
6 th Review Date	
Next review Date	

Mark Pielage

Darren West

References

1. Internal Documents

- 1.1 Members on boarding pack
- 1.2 Continuous Improvement Policy
- 1.3 Consent to Release Form

2. Legislation

NDIS Practice Standards and Quality Indicators 2018
NDIS Code of Practice Rules 2018
NDIS (Complaints Management and Resolution) Rules 2019

Signature Certificate

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Document signed by:

	Mark Pielage Verified E-mail: mefish@bigpond.net.au	
IP: 58.169.17.24		Date: 06 Oct 2021 07:56:03 UTC
		

	Darren West Verified E-mail: darrenw@arach.net.au	
IP: 180.150.80.15		Date: 06 Oct 2021 12:13:30 UTC
		

Document completed by all parties on:

06 Oct 2021 12:13:30 UTC

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