

Participant Charter of Rights



Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting and assisting participants to achieve their goals and exercise their rights. Simple Solutions Training and Consulting adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry 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
- have 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
- support to make informed choices to maximise their 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 Simple Solution Training and Consulting's well-managed risk and incident management systems
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- consent to the sharing of information between providers during transition periods
- select to opt-out of providing information, as required by NDIS.

Participants' responsibilities

Our team will provide supports or services to participants and quality service to participants, their family and advocate. Participants using our support services have responsibilities to Simple Solutions Training and Consulting. 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 services may need to change to meet your needs
- Accept responsibility for your actions and choices even though some decisions may involve risk.
- Provide feedback about the service and advise how services could be improved
- Share appropriate information to develop, deliver and review your Support Plan.
- Care for your own health and well-being as much as you are able.
- Provide us with information that will help us better meet your needs.
- Provide us with a minimum of 48 hours' notice if you can't keep an appointment or commitment
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Control pets during service provision, if in a home environment
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Tell us in writing (where able) and give us notice before the day you intend to stop receiving services from us.
- Advise our staff, when asked, if you wish to opt-out of a service.

Participants' right to provide feedback

Simple Solutions Training and Consulting values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service

has been exceptional or when individuals aren't happy with a service received or they believe they have not been fairly treated.

Feedback can be provided in the following ways:

- complete a Complaints and Feedback Form, available from our office or via our website; www.simplesolution.com.au
- talk directly to a Staff member
- ask to speak to a more senior person/CEO
- contact the office via the phone
- contact us anonymously
- email us using our feedback@simplesolution.com.au email address

Simple Solutions Training and Consulting will resolve complaints openly, honestly and quickly. We will acknowledge the complaint and a response within one (1) working day. If you would like more information, please ask us about our Complaints and Feedback Policy and Procedure.

If not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677. Alternatively, individuals can lodge a complaint via the NDIS Quality and Safeguards Commission website. To view go to forms.business.gov.au/smartforms

Our Statement of commitment to participants

Simple Solutions Training and Consulting takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed with respect and in consultation with participants. When dealing with our stakeholders, we will:

- treat people with respect
- treat individuals courteously, fairly and without discrimination

- inform participants of their rights and responsibilities through our orientation process, handbooks and Easy Read documents, if requested
- protect personal information
- involve participants in any decisions regarding the services they access
- assist participants in connecting with other services, if needed
- ensure participant safety and undertake practices that prevent injury
- assist participants in accessing and using our services
- comply with signed service agreements
- inform participants of their rights and responsibilities
- 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 feedback and complaints can be made and provide information on how we will respond to a 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.