

PURPOSE AND SCOPE

This policy and procedure confirms Kalina Health & Community Services (Kalina's) commitment to participants' rights and sets out how these rights are to be communicated and supported by staff. This policy applies to all staff as well as existing and potential Kalina participants, support workers and other supporters. It meets relevant legislation, regulations and Standards.

POLICY

Kalina respects and fully commits to upholding the rights of all people, including those with disabilities.

Kalina's Participant Charter sets out its participants' rights. It also sets out participants' responsibilities and the responsibilities of Kalina to ensure the rights of all participants and staff are upheld.

PROCEDURES

In supporting participants' rights, Kalina complies with the United Nations Universal Declaration of Human Rights, United Nations Convention on the Rights of the Child, United Nations Convention on the Rights of Persons with Disabilities, NDIS Act 2013 (Cth) and NDIS Practice Standards and Quality Indicators (2021).

Kalina provides all prospective and existing participants with information about their rights by:

- providing them with the relevant information as inserted in the Service Agreement
- If requested, Kalina will provide a copy of the Charter and the Participant Handbook; and
- verbal explanation by Kalina staff.

A full copy of this policy and procedure must be provided upon request.

Staff must provide rights information to participants in ways that suit their individual communication needs. Written information can be provided in different languages (e.g. Italian) and Easy English or explained verbally by staff. Staff can also help participants access interpreters or advocates where required.

To ensure all services are delivered to the highest standard, Kalina reviews all feedback and complaints and makes adjustments to its practices where needed, particularly where feedback indicates that participant rights are not being upheld.

Any feedback that raises concerns about a participant's rights will be discussed during team meetings, with changes to operational processes endorsed by the Management and implemented by the Quality and Compliance Manager as soon as practicable. Refer to Kalina's Complaints and Dispute Policy SM 14 *for* more information.

Staff Responsibilities

Kalina expects all staff to support and uphold participants' rights in accordance with this policy and procedure, in all areas of operations. All staff must undergo Induction, which includes training in participant rights.

Staff knowledge and application of supporting and upholding participants' rights is monitored on a day-to-day basis and through Performance Reviews. Additional formal and on-the-job training is provided to staff where required.

Staff must think about where participants' rights are relevant to their work and the work-related decisions they make. Where rights are relevant, staff must consider whether or not the decision or action limits a participant's rights in any way. Staff must be able to demonstrate that any limitation on a participant's rights is reasonable, lawful, necessary, and proportionate in the circumstances.

Staff must also work collaboratively with each participant to ensure culturally appropriate practices are being upheld by Kalina. Staff must discuss and document any specific culturally appropriate requirements that the participant requests or has arranged, with the participant.

SUPPORTING DOCUMENTS

Documents relevant to this policy and procedure include:

- Participant Charter

MONITORING AND REVIEW

This policy and procedure will be reviewed at least every 3 years by Kalina management or as and when changes occur. Reviews will incorporate staff, participant and other stakeholder feedback, where relevant.

Kalina's feedback collection mechanisms, such as participant satisfaction surveys, will assess participants' and their supporters':

- satisfaction with the support they are provided to exercise their rights and responsibilities;
- awareness of what to do if their rights are violated;
- satisfaction with the quality of SDA they receive;
- satisfaction that their privacy and confidentiality are maintained;
- views on how easy it is to access the feedback and complaints system;
- satisfaction with how complaints and feedback are managed;
- satisfaction with the management of reviews and appeals; and
- awareness of their rights and the extent to which they feel able and supported to exercise them.

Kalina's Continuous Improvement Register will be used to record identified improvements and monitor the progress of their implementation. Where relevant, this information will be considered as part of Kalina's service planning and delivery processes.