

## **Rights & Responsibilities Handbook**

### **Purpose**

The Rights & Responsibilities Handbook has been developed to outline the rights and responsibilities of each Native Coordination client in accessing our services. The purpose serves an additional purpose to guide the practices of Native Coordination employees.

### **Person Centred Support**

Native Coordination delivers a person-centred practice by guaranteeing:

- All procedural decisions are undertaken in the best interest of the person accessing Native Coordination's services.
- Involvement of other stakeholders, with the individual's consent, acknowledge the importance of inherent dignity and respect of the person involved.
- Collaborative relationships with family and circles of support; as appropriate to the individual.
- The planning process is underpinned by the rights of each person to exercise control over their lives.
- Native Coordination employees are to actively support service options that best meet a person's needs, preferences and diversity. This includes facilitating access to a support person or advocacy service where desired.
- A right to feedback/complain if services are not being delivered in a person-centred way.

### **Individual Values & Beliefs**

Native Coordination delivers a service respectful of individual values and beliefs by guaranteeing:

- Planning processes are guided by relevant legislation, departmental policies and sector frameworks, and take into account people's age, ability, gender, sexual identity, culture, religion, spirituality, health and wellbeing.
- Native Coordination employees are to actively support service options that best meet a person's needs, preferences and diversity. This includes facilitating access to a support person or advocacy service where desired.
- A right to feedback/complain if services are not being delivered in a way that is respectful of individual rights and beliefs.

### **Privacy & Dignity**

- Native Coordination guarantees the privacy and dignity of clients by:
- Native Coordination ensures the privacy, dignity and confidentiality of its participants, families, and carers information which is protected by our obligations under the Privacy Act (1988).
- Only collecting information about the client that can be shown to be directly relevant to effective service delivery and Native Coordination's duty of care responsibilities.
- Ensuring written consent is gained prior to obtaining and storing information.
- Clients have a right to view information that Native Coordination keep about them.
- Not use photo or video of a client publicly for any reason
- Involvement of other stakeholders, with the individual's consent, acknowledge the importance of inherent dignity and respect of the person involved.
- A right to feedback/complain if privacy and dignity are not being maintained.

### **Independence and Informed Choice**

Native Coordination ensures clients make informed choices and promotes independence by guaranteeing:

## Native Coordination – Client Handbook

- people with disability are assumed to have capacity to make decisions, exercise choice, and provide informed consent.
- Supports each client's right to access an advocate, and appropriately engages with client advocates where relevant.
- Supports and empowers clients (and others as appropriate) to make informed choices and decisions about their own life.
- Involves clients (and others as appropriate) during the individual planning process.
- Native Coordination documentation is written in plain English, free of professional jargon wherever possible or clearly explained when jargon has to be used and written in a way that helps the reader get to know the person.
- Respect of the rights of people with disabilities in having dignity of risk, and of exercising choice and control about matters that affect them.
- A right to feedback/complain if services are not being delivered in a way that promotes independence and allows clients to make informed choice

### **Violence, Abuse, Neglect, Exploitation & Discrimination**

Native Coordination ensures services are free from violence, abuse, neglect, exploitation & discrimination by guaranteeing:

- When abuse and neglect is identified or disclosed, the immediate response is to protect the person and others from further harm
- Unlawful conduct, including sexual or physical assault, is to be immediately reported to the NSW Police
- Timely reporting of incidents ensures that safety issues are promptly addressed, evidence is preserved, and clients have best opportunity to recall and disclose details of any alleged abuse or incident.
- Mandatory reporting is submitted to the NDIS Quality and Safeguarding Commission within 24 hours and subsequent reporting is submitted within required timeframes.
- Assignment of a primary contact representing Native Coordination to provide ready communication, support, guidance in accessing legal support, debriefing and counselling services.
- If a victim to make decisions about any aspect of the incident, a family member or guardian must be present to make decisions on the victim's behalf.

### **Advocacy**

Native Coordination is highly supportive of participant's being connected with and utilising the services of advocates; also known as independent advocates:

- Native Coordination supports participant's right to access an advocate (including an independent advocate) of their choosing.
- We will support you to connect with an advocate.
- Native Coordination recognises your right to have an advocate present when working with us, other providers and connecting with government bodies.
- Native Coordination promotes participant's access to an advocate by facilitating where allegations of violence, abuse, neglect, exploitation or discrimination have been made.

Enquiries for being connected with an advocate may be made by sending an email through to the following:

- [hugh@nativecoordination.com.au](mailto:hugh@nativecoordination.com.au)
- [jo@nativecoordination.com.au](mailto:jo@nativecoordination.com.au)

or phoning 0490 016 249

### **Consent**

Native Coordination will need to collect and hold Personal Information about you. Sometimes, we may need to use and share your Personal Information with other people or organisations. This may include other Service Providers or government or non-government agencies. Native Coordination will collect Personal Information from you that we use to assess your support needs. This is so that we can make sure you get the right supports. Native Coordination may need to collect Personal Information about you so that we can meet the conditions of the National Disability Insurance Scheme (NDIS). Native Coordination may also be required by law to collect Personal Information about you. Native Coordination will respect and protect your privacy and dignity when using your Personal Information. Native Coordination will follow the National Disability Insurance Scheme Act 2013 and the Australian Privacy Principles (APPs), which are in the Privacy Act 1988 (Cth), and which describe how we are required by law to collect, hold, use and disclose your personal information.

Personal Information is information about you. It will range from your name and contact details to sensitive information such as your health information. This includes information about your NDIS plan and assessments and supporting documents about your health, safety, and wellbeing, such as medical records. It may also include other sensitive information about you like your race or ethnic origin or criminal record. We will only use your Personal Information for the reason you gave it to us or to support activities in delivering a service to you or for internal business functions, such as assessing risk. We may also need to disclose your information to organisations who assist with our business functions, such as IT providers. Native Coordination will need to access your Personal Information on the NDIS Portal.

Participants may access their information at any time, by contacting the Director at [hugh@nativecoordination.com.au](mailto:hugh@nativecoordination.com.au) or on 0490 016 249. Participants may additionally withdraw or amend their prior consent at any time.