



# PARTICIPANT RIGHTS AND RESPONSIBILITIES POLICY AND PROCEDURE

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## Policy and Procedure

Newdawn Support Services Pty Ltd utilises the Participant Rights and Responsibilities Policy and Procedure in aims to ensure Newdawn Support Services Pty Ltd and its workers effectively implement and enforce the rights and responsibilities of all participants. This document outlines the specific measures and strategies Newdawn Support Services Pty Ltd will implement within their framework and practises to ensure all rights are respected and adhered to.

This policy and procedure should be read in conjunction with Newdawn Support Services Pty Ltd's Human Resources Policy and Procedure.

This extends to all workers and meets relevant laws and regulations and standards.

## Definitions

Devotion/Devoted	The definition of devoted is someone who is very loyal and steadfast in giving love or attention. This means to give up or appropriate to or concentrate on a particular pursuit, occupation, purpose or cause.
Right	Rights are legal, social, or ethical principles of freedom or entitlement; that is, rights are the fundamental normative rules about what is allowed of people or owed to people according to some legal system, social convention, or ethical theory.

## Policy

Newdawn Support Services Pty Ltd implements the Participant Rights and Responsibilities Policy to allow Newdawn Support Services Pty Ltd and its workers to value the dignity of all individuals, including those with disabilities, and is devoted to them. To ensure they are able to effectively adhere to the rights and responsibilities of all participants, Newdawn Support Services Pty Ltd will be committed to implementing the necessary measures and strategies to do so. Newdawn Support Services Pty Ltd's Client Charter outlines the rights and responsibilities of participants, and the strategic ways to ensure quality care is delivered at all times.

Newdawn Support Services Pty Ltd and its workers understand the importance of ensuring all people with disabilities are treated with the same respect and dignity as others, including ensuring their rights and responsibilities are enforced equally across all persons.

In addition to this, this policy specifies the responsibilities of workers and the duties of Newdawn Support Services Pty Ltd. All interests of workers and participants must be protected. It sets out the duties of participants and the duties of Newdawn Support Services Pty Ltd, ensuring that the rights of all participants and workers are upheld.

### Worker Responsibilities -

- To be aware and understand their duties and rights to protect participants.
- Ensure to provide quality care in all service delivery areas while respecting the rights of the participants.
- Protect participant rights.
- Uphold and enforce the responsibilities of all participants.
- Ensure all participants are treated equally, and with respect.
- Partake in additional on-the-job training.
- To document participants, detailed criteria within support plans the Participants Register.

Management of Newdawn Support Services Pty Ltd will track and monitor workers who support and enforce participant rights on a regular basis, to ensure the most effective delivery of care is implemented within Newdawn Support Services Pty Ltd's practices.

In addition to this, annual performance reviews will be conducted to ensure the participant rights and responsibilities are adhered to consistently and effectively.

Newdawn Support Services Pty Ltd's workers recognise the importance of understanding how to implement effective practices that enforce the rights and responsibilities of participants. To ensure the practices implemented within Newdawn Support Services Pty Ltd's framework do not limit or restrict rights or responsibilities, Newdawn Support Services Pty Ltd's workers will:

- Consider how their decisions may restrict or limit the rights of the participants.
- Consider how their position may be able to enforce participant rights and responsibilities in decision-making
- Ensure justifiable, and suitable reasoning is given If a worker restricts or limits participant rights and responsibilities.
- Communicate with one another to ensure Newdawn Support Services Pty Ltd adheres to and implements culturally appropriate practices.

### Procedures

Newdawn Support Services Pty Ltd utilises the Participant Rights and Responsibilities Procedure to demonstrate the correct methods of operation which ensures the participant's wellbeing and preference is held of the highest value. This procedure is guided by the NDIS Practice Standards and the United Nations Convention on the Rights of Persons with Disabilities. Newdawn Support Services Pty Ltd recognises the importance of utilising these sources to implement an effective system of practices that adhere to and support the rights and responsibilities of all participants.

Newdawn Support Services Pty Ltd and its workers understand the significance of ensuring all participants are aware and informed of their rights and responsibilities. To comply with this, Newdawn Support Services Pty Ltd will provide all current and future participants with a handbook, which contains all the relevant information regarding participant rights and responsibilities.

In addition to this, Newdawn Support Services Pty Ltd's workers will refer to the Service Access Policy and Procedure to ensure participants are made aware of the workers' rights, responsibilities and duties.

To ensure participants are given all relevant information, Newdawn Support Services Pty Ltd is able to distribute the following documents, however, is not limited to:

- Participant Handbook
- Client Charter
- Participant Rights and Responsibilities (upon request).

If participant rights are not being upheld effectively and appropriately, Newdawn Support Services Pty Ltd will be sure to make the necessary changes or adaptations to their practices and procedures to ensure continuous enforcement of participant rights and responsibilities. Newdawn Support Services Pty Ltd's CEO/Director or Management will review and consider feedback or complaints made by participants, visitors, families or stakeholders.

Feedback or complaints that raise concerns about a participant's rights will be addressed and discussed with all workers of Newdawn Support Services Pty Ltd to ensure all persons providing quality care are aware of any changes or adaptations made to the practices and procedures of Newdawn Support Services Pty Ltd. This is also done to ensure the changes are enforced and implemented immediately. Newdawn Support Services Pty Ltd's CEO/Director will be the person that authorises any changes made to the framework of Newdawn Support Services Pty Ltd.

### [Supporting Documents](#)

Documents relevant to this policy and procedure include:

- Human Resources Policy and Procedure
- Participant Handbook
- Feedback and Complaints Policy and Procedure
- Client Charter.

Newdawn Support Services Pty Ltd can occasionally adjust these policies and procedures to enhance the efficiency of its operation. Typically speaking, this entire policy should be checked every year in conjunction with participants who use the service, their families, caregivers and workers.

### [Policy Review](#)

Newdawn Support Services Pty Ltd may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. Generally, this entire policy will be reviewed in consultation with people using the service, their families and carers and workers every year.

All service planning, delivery and evaluation activities will include workers, participants and other stakeholders and their feedback.



All activities related to service planning, delivery, and evaluation will include workers, participants, and other stakeholders, and their feedback.