

Policy Name		Policy Number
Rights and Responsibilities		1.01
Manual Section		Version
Organisation		3
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Policy:

1.1 Sharing Places is committed to providing an ethical framework for the NDIS standards, and rights and responsibilities of all stakeholders.

1.2 Sharing Places' stakeholders include:

- participants and their families, guardians and friends;
- employees of Sharing Places;
- members of the Board of Management and other volunteers;
- federal and Territory governments and their agencies including the National Disability Insurance Scheme and the NDIS Quality and Safeguarding Commission;
- other service providers including Supported Independent Living (SIL) providers and allied health services.

2.0 NDIS Practice Standards

2.1 Sharing Places has a responsibility to provide services in accordance with the following NDIS Practice Standards:

1. Person-centred supports. To ensure each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.
2. Individual values and beliefs. To ensure each participant access supports that respect their culture, diversity, values and beliefs.
3. Privacy and dignity. To ensure each participant accesses supports that respect and protect their dignity and right to privacy.
4. Independence and informed choice. To ensure each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

5. Violence, Abuse, Neglect, Exploitation and Discrimination. To ensure that each participant access supports free from violence, abuse, neglect, exploitation and discrimination.

3.0 Participants and their families/guardians

- 3.1 Participants accessing Sharing Places' services have the following rights and responsibilities. Sharing Places, and other stakeholders, have the responsibility to ensure that participants exercise their rights and carry out their responsibilities to the maximum extent possible.

Rights

Participants and their families/guardians have a right to:

1. Respect for their individual human worth, dignity and privacy.
2. Participate fully in the life of society.
3. Be informed about available services and how to participate in and contribute to decision-making.
4. Have services that match their National Disability Insurance Scheme Plan, ongoing needs, and goals.
5. Have services provided by appropriately qualified workers.
6. Be consulted about their needs and preferences.
7. Choose from available alternatives.
8. Involve an advocate of their choice.
9. Have control over their own lives and have a say in the services that affect them including participating in decisions concerning the type of assistance provided and the way it is provided.
10. Appropriate assistance which is reliable, of high quality, and is flexible in response to their changing needs and priorities.
11. Access to quality services having regard to individual preferences, diverse culture, and individual values and beliefs.
12. Receive services that are free from violence, abuse, neglect, exploitation and discrimination.
13. Privacy and confidentiality (except where compelling ethical, moral or legal reasons eg, child protection legislation).
14. See any information about themselves held by Sharing Places Inc. in their files (and to correct any wrong information).
15. Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive.
16. Have grievances about service delivery heard and dealt with in a fair and objective manner.
17. Refuse a service (and refusal should not prejudice their future access to services).

Responsibilities

Participants and their families/guardians have a responsibility to:

1. Respect as individuals everyone involved in Sharing Places.
2. Respect the rights of others including their rights to confidentiality and privacy.
3. Inform workers of support needs.
4. Read, understand and agree to Sharing Places' consent forms before signing.
5. Let Sharing Places know of intended absences and/or if they are not available for an appointment.
6. Act in a way which respects the rights of other clients and workers.
7. Take responsibility for the results of any decisions they make.
8. Seek a fair resolution of any complaints.
9. Comply with Sharing Places' policies and procedures.

4.0 Staff***Rights***

Staff have the right to:

1. Equal employment opportunity in all matters relating to employment, i.e., no discrimination on the grounds of sex, ethnicity, marital status, disability, sexuality, religion or age.
2. Award conditions and rates of pay (as a minimum).
3. Join and participate in a union.
4. Participate or be represented in decision making which affects them.
5. Information regarding decisions affecting them.
6. See their personnel records or any other written reports concerning them.
7. Have personal information kept confidential.
8. Work in an environment free from harassment including sexual harassment.
9. A safe and healthy work environment.
10. Access to training and development to extend their knowledge and skills and enhance career opportunities.
11. Supervision and critical incident de-briefing.
12. Annual performance appraisal.

Responsibilities

Staff have a responsibility to Sharing Places to:

1. Understand its mission, vision and values.
2. Support the aims and philosophy.
3. Follow policies and practices set down in Policy Manuals.

4. Represent the organisation in a positive way.
5. Endeavour to effect change through appropriate channels wherever organisational policies or procedures are outside the law or ethical practices.
6. Report any concerns regarding work health and safety issues.
7. Participate in the evaluation of their performance and service practices.
8. Respect as individuals everyone involved in the organisation including:
 - never abusing, physically or verbally, consumers, workers or members of the organisation;
 - not consuming alcohol or illegal substances whilst at work; and
 - not sexually harassing any other worker or consumers.
9. Respect the rights of others including their rights to confidentiality and privacy.
10. Work with consumers in a manner that recognises their dignity and rights as individuals within society.

Staff have a responsibility to inform and involve

11. Exercise their duty of care for participants.
12. Respect the rights of participants to determine their own goals.
13. Provide participants and their representatives with accurate information about the services available to them and not knowingly withhold such information.
14. Inform participants and their representatives of the service options available.
15. Involve participants and their representatives in decision making about services.
16. Inform participants and their representatives of the standards they can expect in the provision of the service.
17. Inform participants and their representatives of their rights and the implications of services available to them.
18. Not be unnecessarily intrusive or confrontational, rather they should treat each individual with respect, offer guidance and be considerate of their time and commitments.
19. Ensure all participant contact be supportive and progressive.
20. Record all significant meetings/interactions regarding participants.

Staff have a responsibility to maintain confidentiality and privacy

21. Respect the confidentiality of information obtained in the course of advice or service. The worker will not share confidences revealed by participants and families/guardians without their consent except when compelling moral, ethical, or legal reasons exist.
22. Fully inform participants and families/guardians about the limits of confidentiality in any given situation, the purposes for which information is obtained and how it may be used.
23. Allow participants and families/guardians access to their own file (when providing users with access to records, the worker will take due care to protect the privacy of other

people).

24. Not disclose any information concerning participants to any stakeholder without permission, except where the worker has a duty of care.

Staff have a responsibility to maintain appropriate contact

25. Deal with complaints from participants and other stakeholders fairly and promptly without retribution.
26. To maintain appropriate and professional boundaries including:
 - never using participant contact to meet their own needs;
 - not accept personal gifts from participants and other stakeholders;
 - not give personal gifts to participants and other stakeholders;
 - not give participants and their families/guardians' phone numbers or address to others;
 - not have sexual relationships with participants; and
 - not undertake assessments of personal friends or relatives (these should be referred to another staff member).
27. To maintain appropriate and professional personal - organisational boundaries including:
 - not to use Sharing Places' vehicles for personal use unless otherwise stated in their contract;
 - not remove participant or Sharing Places' property or funds without proper permission; and
 - not to carry on a private business from Sharing Places' premises or use Sharing Places' resources for private business, without permission from the Executive Director.
28. To ensure that all bequests and donations are made freely and voluntarily and in no way bear upon the participants' equal access to services.
29. To act in the best interests of vulnerable people in relation to their finances and other property.
30. To declare any conflict of interest or potential conflict of interest regarding financial involvement with participants and their representatives.
31. Maintain their professional skills.

Responsibility:

Sharing Places staff
Sharing Places clients

Relevant Forms:

Complaints and grievances forms
Access to information forms

Related Policies:

- Work Health and Safety
- Code of Conduct -staff
- Drug and Alcohol
- Disciplinary
- Employee Assistance Programs
- Equity and Diversity
- Service Provision Charter
- Records and Information
- Suspension
- Privacy and Confidentiality
- Grievances and Disputes
- Employee Code of Conduct
- Interpersonal Protocol
- Consumer participation
- Service Outcomes
- Sexual Assault