

POLICY STATEMENT

The fundamental principles of human rights and social justice underpin all Melba Support Services' (Melba) values and actions. Melba seeks to ensure that people supported retain their dignity, their right to self-determination, and their right to diversity. People supported are to be treated fairly as full citizens of Australia and not subjected to discrimination. Melba believes that diversity is to be embraced and celebrated. Everyone should have the same opportunities to fulfil their aspirations and to participate in the community.

Statement of the Rights of People Supported

Service Delivery

1. People supported by Melba are entitled to be treated with courtesy and consideration at all times.
2. The service that people receive from Melba will be professional and responsive to their individual goals, aspirations, needs and wishes. People can expect to be supported in their choices.
3. People supported by Melba can expect positive opportunities and outcomes.
4. People supported are entitled and encouraged to pursue their own private objectives in the same manner that any other member of the community may do so. This includes the right to participate and be meaningfully involved and included in the wider community.
5. Melba will endeavour to provide and encourage people supported to access relevant resources and services (e.g. medical specialists) that they may require to maximise their abilities and opportunities to make informed decisions.
6. Melba staff will provide support using their full professional judgment uncompromised by any conflict of interest.
7. People supported are entitled to have all representatives of Melba conduct themselves ethically and in a professional manner.
8. People supported can expect quality, accredited, contemporary services.

Service Participation

9. Melba respects and encourages the right of people supported or their legal guardians to make decisions and choices for themselves.
10. People supported can expect to receive clear and transparent communication about supports and services. People supported are entitled to be provided with information in a manner that is accessible and clear to them, in order to encourage meaningful participation in the decision-making process.
11. Melba will ensure that people supported are kept informed of their valued status within Melba and of any changes that may impact on them.
12. People supported or the person's support group will be encouraged to ask questions and raise any concerns they have, and these will be addressed in a prompt manner.

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<i>Accountable: CEO</i>	

Human Rights

13. Melba will abide by the Victorian Charter of Human Rights and Responsibilities Act (2006), the Disability Act (2006), and the NDIS Act (2013).
14. Melba will do its utmost to ensure that the legal rights of people supported are maintained.
15. Melba will do its utmost to ensure that supports and services provided are safe, free from exploitation, abuse, discrimination, violence and neglect.
16. Privacy is valued by all members of society and Melba's dealings with people supported will be conducted in a confidential and person-sensitive manner.
17. People supported will not be refused services provided by Melba on the basis of race, creed, colour, religion, sex, sexual orientation, age, national origin or disability.

Complaints

18. People supported have the right to provide feedback about the services and supports they receive, and to make a complaint about Melba's service, according to Melba's established Complaints, Compliments and Feedback processes. People supported also have the right to make independent complaints and to engage independent advocates.
19. People supported in NDIS funded supports and activities may also wish to pursue a complaint with the NDIS Quality & Safeguards Commissioner. The NDIS Commissioner can be contacted on 1800 035 544 or <https://www.ndiscommission.gov.au/about/complaints>

Statement of the Responsibilities of People Supported

1. Other people supported and Melba staff are entitled to be treated with courtesy and consideration at all times.
2. To ensure that the person supported receives the maximum benefits from the services provided by Melba, the person should make all efforts to keep Melba aware of any information or development that may impact upon their support needs or service.
3. People supported and/or their nominated representative will be provided, and are asked to sign wherever possible and agreed, a service agreement. This service agreement acts as a contract between Melba and the person to ensure both parties rights are met in relation to service delivery and payment for services provided.
4. People supported are encouraged to seek assistance and clarification on any issues they are unsure of, in order to fully maximise their involvement in the service.
5. An illegal act undertaken by either a person supported or a representative of the person whilst Melba staff are present will result in an immediate review of services provided by Melba. This review of service may result in Melba refusing to provide service for the person we support. Any decision made to cease service will be communicated both verbally and in writing to the person supported, in accordance with the service agreement.
6. Melba is required to provide a safe working environment for all staff. People supported are required to comply with reasonable requests from Melba to ensure a safe working environment is maintained.

SCOPE

This policy applies to all people supported in Melba services (regardless of service funding type). It also applies to Melba stakeholders, including permanent and temporary staff, agency staff, casuals,

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contractors, consultants, students, and persons working in a voluntary capacity (referred to as ‘staff’ in this policy).

PURPOSE





The purpose of this policy is to articulate the rights and responsibilities of individuals receiving supports and services from Melba. This policy outlines:

- Melba’s commitment to upholding supported person’s rights; as well as
- the responsibilities of people supported in relation to receiving services from Melba.

Melba’s Charter of supported person’s rights and responsibilities will be given to each person at the commencement of services and is publicly available on Melba’s website. All staff are inducted to this policy at the commencement of employment with Melba.

REFERENCES

- Disability Act 2006 (Vic)
- Disability Discrimination Act 1992 (Cth.)
- NDIS Act 2013 (Cth.)
- Victorian Charter of Human Rights and Responsibilities Act 2006
- UN Universal Declaration of Human Rights 1948
- UN Convention on the Rights of Persons with Disabilities (CRPD) 2006

	Related Policies	<ul style="list-style-type: none"> • Human Rights Policy • Advocacy Policy • Code of Conduct Policy • Zero Tolerance Policy • Planning with People at Melba Policy • Cultural Diversity Policy • Positive Behaviour Support and Restrictive Interventions Policy • Complaints, Compliments and Feedback Policy • Privacy Data Breach and Confidentiality Policy • Service Access and Equity Policy NDIS Service Charges
	Related Procedures	<ul style="list-style-type: none"> • Advocacy Procedure • Best Health Procedure • Complaints, Compliments and Feedback Procedure • Planning with People at Melba Procedure • Positive Behaviour Support and Restrictive Interventions Procedure
	Related Supporting Documents or Tools	<ul style="list-style-type: none"> • Person Supported Handbook • Complaint, Compliment and Feedback Form • Have your say (website) Form • Complaints Process - Easy Read- NDIS • Complaints Process Plain Language - NDIS • Person Supported Charter of Rights & Responsibilities- Display Poster
	Relevant Standard/s	<ul style="list-style-type: none"> • NDIS National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018 • National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018

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