



## Policy Summary Sheet 1: Rights & Responsibilities policy

At Adventureabilities each person receives a service that promotes and respects their legal and human rights and enables them to exercise choice like everyone else in the community.

### What does this mean for participants?

- Each person is made aware of their rights and can expect to have them respected.
- Adventureabilities will uphold and promote the legal and human rights of each person.
- Adventureabilities will actively promote the rights of people to the wider community.
- Contained in this Welcome Pack is information on the United Nation Convention on the rights of Persons with Disability and information about organisations that can assist you exercise your rights.

### Participant Responsibilities

- Respect our staff and other persons using the service, their families and carers.
- Respect the rights of others including their rights to confidentiality and privacy.
- Inform Adventureabilities of all support needs.
- Inform Adventureabilities of any health, behavioural or wellbeing issues.
- Communicate any changes in circumstances and/or needs.
- Take responsibility for the results of any decisions you might make.

*More detailed information on our Rights and Responsibilities Policy is available in our Policy and Procedure Manual*



## Policy Summary Sheet 2: Participation and Inclusion

At Adventureabilities each person is encouraged and supported to contribute to social and civic life in their communities in the way they choose.

### What does this mean for participants?

- Each person is actively encouraged and supported to participate in their community
- Adventureabilities will strive to develop connections with the community and other organisations to promote opportunities for active and meaningful participation
- Adventureabilities will strive to build opportunities to create an inclusive culture/environment in which differences and capabilities are recognised and value based
- Adventureabilities will support and encourage participants to identify how they can contribute to our service delivery through suggestions, feedback and advice
- Adventureabilities will support and encourage participants to identify how they would like to live their life, including how we can support this through our service delivery

### We will do this through:

- Individual planning meetings with participants every six months
- Annual Service User surveys
- Annual Participant/Family Forums or Reference Groups
- Informal conversations and ongoing feedback

*More detailed information on our Participation and Inclusion Policy is available in our Policy and Procedures Manual*



## Policy Summary Sheet 3: Individual Planning & Outcomes

At Adventureabilities each person is supported to exercise choice and control over the design and delivery of their supports and services.

### What does this mean for participants?

- Adventureabilities will always treat each person as an individual
- Adventureabilities maximises person centred decision-making and places each person at the centre of his or her supports
- Adventureabilities undertakes person centred approaches to planning to enable each person to achieve their individual outcomes.
- Adventureabilities encourages participants to utilise person centred tools and resources to develop support pathways to achieve their goals, dreams and aspirations.
- Adventureabilities ensures the participants and their family/carer are provided the choice to have as much choice and control when planning, developing, implementing and reviewing their support pathways as possible
- Adventureabilities provides the participant and their family/carers with current and accessible information resources and services to help them make informed decisions and choices.
- Adventureabilities ensures that planning takes into consideration the culture, language, religious beliefs and priorities of all people.
- Adventureabilities ensures planning and service delivery takes into account the participant's right to the dignity of risk. If required risks are managed using our risk management policy and framework.

*More detailed information on our Individual Planning & Outcomes Policy is available in our Policy and Procedure Manual*



## Policy Summary Sheet 4: Complaints and Feedback

At Adventureabilities when a person wants to make a complaint we will make sure the person's views are respected, that they are informed as the complaint is dealt with and they have the opportunity to be involved in the resolution process.

### What does this mean for participants?

- Each person is treated fairly by Adventureabilities when making a complaint
- Adventureabilities will afford all complaints the highest standard of confidentiality
- Each participant and their family/carer are provided with information and support on how to make a complaint
- Adventureabilities has developed appropriate policies and procedures to investigate, manage and review complaints. See our Complaints Pictorial included in the Welcome Pack
- Adventureabilities provides referrals and information to external bodies for complaint management as requested or required. See the list of external agencies in our full Complaints and Feedback policy
- Adventureabilities will ensure your complaints are managed in a timely manner
- Adventureabilities will ensure complaints can be lodged without fear of retribution or removal or service
- Adventureabilities will ensure that complaints are resolved within a designated timeframe

*More detailed information on our Complaints and Feedback Policy is available in our Policy and Procedures Manual*



## Policy Summary Sheet 5: Service Access and Exit

At Adventureabilities each person is assisted to access the supports and services they need to live the life they choose.

### **What does this mean for participants?**

- Adventureabilities makes information available about its service and how access services. This information can be provided in a range of languages or formats if required.
- Adventureabilities has clearly defined processes to access and exit services
- Adventureabilities works with other service providers and the community to increase each person's support options.
- Adventureabilities adopts a non-discriminatory access process that respects age, gender, race, religion, sexual preferences and disability
- Adventureabilities Access and Exit procedures will be fair, transparent, follow due process and uphold the rights of the participants
- Adventureabilities values feedback from people who use its services and will provide will use this feedback to help inform and improve our service Access & Exit procedures

*More detailed information on our Service Access and Exit Policy is available in our Policy and Procedures Manual*



## Policy Summary Sheet 6: Governance

Adventureabilities is committed to having strong and effective governance to deliver positive outcomes for the participants and families we support.

### **What does this mean for participants?**

- Each participant receives quality services that are effectively and efficiently governed
- Each participant receives quality services that are well managed and delivered by skilled staff with the right values, attitudes, goals and experience
- Adventureabilities will always comply with the legislative requirements administered by the Australian Securities & Investment Commission (ASIC), The NDIA, The NDIS Practice Standards and any attendant or related regulations
- Adventureabilities through its Participation and Inclusion policy has a framework through which participants, families and stakeholders can have a direct say into our service delivery models, services practices and the policies that govern our organisation
- Adventureabilities recognises and manages risk through our Risk Management Policy & Framework and Business Risk Management Framework which inform our Continuous Improvement Policy and Plan
- Adventureabilities is committed to complying with all reporting requirements mandated by the NDIA, NDIS Commission and through all applicable Commonwealth or Vic law

*More detailed information on our Governance Policy is available in our Policy and Procedures Manual*



## Policy Summary Sheet 7: Participant Advocacy

Adventureabilities is committed to pursuing the rights and principles of equality, independence, choice and inclusion that underpin a person-centred philosophy. To achieve this Adventureabilities understand that participants and their families may need the assistance of an advocate to voice their needs and concerns.

### What does this mean for participants?

- Adventureabilities acknowledges that any participant of our services, or their family/carer has the right to seek the support of an advocate or advocacy agency to help with all aspects of service delivery provided by Adventureabilities or from other service providers
- Adventureabilities recognises and supports that participants have the right to choose to involve an advocate to act on their behalf and promote, protect and ensure their full and equal enjoyment of all human rights enabling participation and inclusion.
- Adventureabilities ensures that the participant is aware of their right to use an advocate and are regularly reminded of this opportunity. This information will be explained as part of the planning review process or as needed.
- An advocate may be a family member, a friend, another professional or a formal advocacy service.
- Adventureabilities will ensure that advocates are identified and included within the individual record of each participant.
- When a person requires advocacy support we will refer them to a specialist organisation that will provide more comprehensive advocacy support (see Section 13.0 of our Participant Advocacy).

*More detailed information on our Participant Advocacy Policy is available in our Policy and Procedures Manual*



## Policy Summary Sheet 8: Privacy and Confidentiality

Adventureabilities is committed to safeguarding the confidentiality of personal or sensitive information collected in relation to our participants. Adventureabilities is also committed to protecting the privacy of its staff and other stakeholders.

### What does this mean for participants?

- Adventureabilities will ensure all aspects of our operations comply with the Australian Privacy Principles and the NDIS Practice Standards
- Adventureabilities will only collect personal information when it is directly relevant and needed to provide support services to that person, or where we are required by regulation.
- Adventureabilities ensures we only use personal information for the purposes for which it was given to us, or for purposes that are directly related to one of our functions or operations
- Adventureabilities does not give identifying information to other agencies, organisations or anyone else unless the participant or family/carer has consented, it is required by law, will prevent or lessen a serious and imminent threat to somebody's life or health or relates to a criminal issue
- Adventureabilities takes all steps required to protect the personal information it holds against loss, unauthorised access, use, modification or disclosure and against other misuse.
- When no longer required all personal information held by Adventureabilities is destroyed in a secure manner.

*More detailed information on our Privacy and Confidentiality Policy is available in our Policy and Procedures Manual*





## Policy Summary Sheet 9: Participant Incident Management

Our incident management system includes procedures for identifying, assessing, recording, managing, resolving and reporting any incidents that may cause, or potentially cause you, harm or distress.

### What should happen if an incident has occurred?

- Report the incident or injury to a staff member immediately
- If the injury requires first aid, this will be administered by the first aid officer
- We will contact your parent, carer, partner or support person immediately
- You will be removed from any situation that presents further harm or distress and supported to ensure your wellbeing.
- You can complete, with assistance if required, an incident report form and give this to a staff member or a manager
- The incident will be discussed with you and promptly investigated by appropriate management using our Incident Investigation Policy and form to identify the causes of the incident and assess any hazards that need to be controlled.
- Management will discuss the incident with you and the relevant workers and decide on suitable risk controls to be implemented using our risk management process. If necessary the matter may be referred to an outside agency to investigate
- The investigation and corrective actions are to be summarised on the Incident Report Form, which will be provided to you and your family/carer noting what actions have been taken to avoid similar incidents

### Can I get assistance in making my report?

You have the right to have a family member, friend, carer or an advocate of your choice, to assist you with your verbal or written report of the incident or injury when you meet with us or make the report. We can provide interpretative services if required.

*A full copy of our Incident Management Policy & Procedure can be found in our Policy & Procedure Manual*