



1.1 PERSON-CENTRED SUPPORTS POLICY AND PROCEDURE

1.0 Purpose

To ensure that 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.

2.0 Scope

The policy applies to:

- ESG Inclusive Homes employees, whether permanent or casual, contractors, volunteers, and stakeholders
- All participants, their families, carers and/or advocates.

3.0 Definitions

Terminology	Definition
Person-Centred Approach	Where an individual is placed at the centre of the services provided which are focused on achieving individual aspirations and unique circumstances.
Worker	A person employed or engaged by a registered NDIS provider. A person who participates in services that involve direct contact with participants as a part of their normal duties.

4.0 Policy

ESG Inclusive Homes aims to take a person-centred and evidence-based approach to all services provided where a participant, their family, carer and/or advocate is primary to any decisions being made.

ESG Inclusive Homes endeavours to work with a participant, their family, carer and/or advocate and either directly or in partnership with other service providers and community groups to ensure that relevant support is provided.

ESG Inclusive Homes adheres to a *Charter of Rights* which outlines the rights of participant, their family, carer and/or advocate, how one can expect to be treated and what can be expected from ESG Inclusive Homes.

Our Charter of Rights also sets out the responsibilities of a participant, their family, carer and/or advocate and the process to provide feedback on services provided by ESG Inclusive Homes.

A copy of *Our Charter of Rights* will be provided to all participants as part of the ESG Inclusive Homes *Welcome Pack* along with an easy read version which uses simple terminology and descriptions.

ESG Inclusive Homes will access links between other service systems (e.g., social activities) which will improve and support the individual needs of a participant. ESG Inclusive Homes is committed to make sure a participant is connected to their community by:

- Providing information on mainstream services and community activities which will benefit a participant
- Contribute to developing links and networks within the community
- Working in partnership with community organisations to provide opportunities for active participation in local activities
- Sourcing activities that promote well-being such as personal development, peer support and mentoring
- Informing a participant about available support and services to allow for informed decisions and choices; and
- Providing a participant with skills and confidence to participate and contribute to the community and protect their rights.

4.1 Responsibilities

4.1.1 Responsibilities of the Director and/or Appointed Delegate

- To promote, uphold and maintain the rights and responsibilities of all stakeholders
- To ensure ESG Inclusive Homes employees adhere to the information set out in this *Person-Centred Supports Policy and Procedure* and in accordance with industry standards (e.g., *NDIS Practice Standards and Quality Indicators, Charter of Human Rights and Responsibilities ACT 2006, Disability ACT 2006*)
- Conduct internal and external reviews and audits and implement changes as required to ensure this policy and procedure is kept up to date with relevant legislation, standards, and practices; and
- Evaluate the effectiveness of ESG Inclusive Homes using the *Quality and Continuous Improvement Plan*.

4.1.2 Responsibilities of ESG Inclusive Homes Employees

ESG Inclusive Homes aims to deliver care and support to a participant, their family, carer and/or advocate in a patient-centred and holistic manner. When in contact with and/or when receiving support from ESG Inclusive Homes it is essential that all ESG Inclusive Homes employees:

- Treat a participant with dignity, fairness and respect and provide an environment free from discrimination, victimisation and potential injury and harm
- Provide a participant with support and care that recognises and acknowledges their individual preferences, choices, interests, and capabilities
- Inform a participant of their rights and responsibilities and provide relevant documentation as required
- Involve a participant, their family, carer and/or advocate in all decision-making processes
- Provide services and support that meet or exceed relevant industry standards (e.g., *NDIS Practice Standards and Quality Indicators, Charter of Human Rights and Responsibilities ACT 2006, Disability ACT 2006*)
- Protect a participant's personal information and only use and/or access it in accordance with relevant legislation
- Ensure each ESG Inclusive Homes employees delivering support and services possess appropriate skill sets relevant to the individual participants needs
- Arrange for an interpreter, if required
- Inform on the process to leave feedback, including compliments and complaints, and ESG Inclusive Homes will respond to this; and
- Notify the Director and/or appointed delegate of any breaches or violations of human rights.

4.1.3 Responsibilities of A Participant

In accordance with relevant legislation, the information listed below outlines the responsibilities of participants receiving support services by ESG Inclusive Homes. To promote effective service delivery ESG Inclusive Homes asks that a participant:

- Be courteous and respectful to ESG Inclusive Homes employees as well as other participants
- Provide ESG Inclusive Homes employees with a work environment that is safe and free from harassment and discrimination
- Abides by the terms of the *Service Agreement* entered with ESG Inclusive Homes
- Accepts responsibility for actions and choices and acknowledge that some decisions may involve risk
- Provides ESG Inclusive Homes with enough information to effectively develop, deliver, and review a *Support Plan*
- Provides ESG Inclusive Homes with a minimum of 48 hours' notice in the event of a cancellation
- Cares for their own health and wellbeing to the best of their ability
- Understands that as their needs change, the services and care provided by ESG Inclusive Homes may also be required to change
- Be aware that ESG Inclusive Homes employees are only authorised to perform the agreed number of hours and tasks as outlined in a written *Service Agreement*
- Ensure pets are controlled during service provision
- Provides a smoke-free working environment
- Makes any payments and expenses related to the delivery of services in a timely manner as per the *Service Agreement* with ESG Inclusive Homes
- Provides ESG Inclusive Homes of at least 24 hours' notice in the event of a cancellation
- Notifies ESG Inclusive Homes of any changes or concerns relating to their situation that may affect services provided by ESG Inclusive Homes; and
- Provides feedback about services that are provided.

5.0 Procedure

5.1 Charter of Rights

The *Charter of Human Rights and Responsibilities ACT 2006* and the *Disability ACT 2006* stipulates the rights and responsibilities of a participant, their family, carer and/or advocate. ESG Inclusive Homes utilises such legislation as a guideline to ensure:

- The rights and dignity of a participant, their family, carer and/or their advocate are continuously upheld
- Participants' individual values and beliefs are continuously at the centre of all care delivered
- Participants can exercise freedom of choice of support and services provided by being actively involved in decision-making processes
- Participants' information always remains confidential and private
- Participants are not exposed to any form of violence, misconduct, negligence, discrimination, or isolation
- Participants are aware of their right to access outside organisations, resources, and support; and
- Participants have the right to change service providers and/or dismiss care or services at any time without any consequence or potential impact on future access to support and services.

5.2 Feedback

ESG Inclusive Homes values feedback and acknowledges that this can include compliments, suggestions of what ESG Inclusive Homes may be able to do better and complaints. There are many ways to provide feedback to ESG Inclusive Homes including:

- Completing a *Feedback, Compliments and Complaints Form*
- Talking directly to an allocated ESG Inclusive Homes employee
- Contacting ESG Inclusive Homes and asking to speak to a manager; and
- Anonymously providing feedback by calling or writing to ESG Inclusive Homes.

5.3 Complaint Resolution Process

ESG Inclusive Homes aims to respond to complaints openly, honestly and in a timely manner. All complaints will be acknowledged and responded to within two business days.

If a complaint is still unable to be resolved, you can:

- Complete a *Feedback, Compliments and Complaints Form* and email, or post it to:
 - Email: patrick.wilsmore@experiencesocialgrowth.com
 - Post: 8 Sabason Court, Doncaster East, VIC, 3109
 - Contact ESG Inclusive Homes on 0418 163 945 to speak with an employee who can assist with the complaint or schedule a call back

- Contact the *NDIS Quality and Safeguards Commission* on:
 - 1800 035 544 (free call from landlines)
 - Go to www.ndiscommission.gov.au

- The National Relay Service (NRS) can assist with lodging a complaint for those who may be deaf and/or find it hard to hear or speak with people when using a phone:
 - *National Relay Service (NRS)*
 - Voice Relay Number - 1300 555 727
 - Text Telephone Relay (TTY)/ Telecommunications Relay Service (TRS) Number - 133 677
 - SMS Relay Contact Number - 0423 677 767
 - *Translating and Interpreting Service (TIS National)*
 - Call 131 450

See the *Feedback, Compliments and Complaints Management Policy and Procedure* for a detailed process.

6.0 Related Documents, Legislation, Regulations and Standards

- *Service Agreement*
- *Participant Intake Assessment Form*
- *Support Plan*
- *Participant Welcome Pack*
- *Participant Handbook*
- *Quality and Continuous Improvement Register*
- [National Disability Insurance Scheme Act 2013](#)
- [NDIS Developing Your First NDIS Plan](#)
- [National Disability Insurance Scheme Terms of Business for Registered Providers](#)

7.0 Policy Review

This *Person-Centred Supports Policy and Procedure* will be reviewed on an annual basis to ensure that ESG Inclusive Homes operates in accordance with legal, regulatory and company standards. This process will include a review and evaluation of current practices and service delivery types and locations, relevant policies and procedures, forms and registers and will incorporate all ESG Inclusive Homes employee, participant, and other stakeholder feedback.

ESG Inclusive Homes *Quality and Continuous Improvement Register* will be used to record and monitor progress of any improvements identified and where relevant feed into service planning and delivery processes.

ESG Inclusive Homes may make changes to this *Person-Centred Supports Policy and Procedure* at any time to allow for continual improvement, evaluation, and implementation of best practices to improve the effectiveness of its operation.