

1.1.0 PARTICIPANT RIGHTS AND SERVICE CHARTER POLICY

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|--------------------------------|--------------|-------------------------|------------|
| Applies to | Staff, Board | Version | 1.1 |
| Specific responsibility | Staff, Board | Date approved | April 2021 |
| | | Next review date | July 2022 |

| Policy context | |
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| This policy relates to: | |
| Standards or other external requirements | <ul style="list-style-type: none"> • National Disability Insurance Scheme Practice Standards and Quality Indicators • UN Convention on the Rights of the Child • UN Convention on the Rights of Persons with Disabilities |
| Legislation or other requirements | <ul style="list-style-type: none"> • Age Discrimination Act (Commonwealth) 2004 • Australian Human Rights Commission Act (Commonwealth) 1986 • Disability Discrimination Act (Commonwealth) 1992 • Racial Discrimination Act (Commonwealth) 1975 • Sex Discrimination Act (Commonwealth) 1984 • Privacy Act (Commonwealth) 1988 • Privacy and Personal Information Protection Act (NSW) 1998 • Privacy Amendment (Enhancing Privacy Protection) Act 2012 • Disability Inclusion Act (NSW) 2014 • Anti-Discrimination Act (NSW) 1977 • Disability Services Act (NSW) 1993 • Community Services (Complaints, Reviews and Monitoring) Act (NSW) 1993 • Mental Health Act (NSW) 2007 • Mental Health Act (QLD) 2016 • National Disability Insurance Scheme (NSW Enabling) Act 2013 • National Disability Insurance Scheme (Incident Management and Reportable Incidents) Rules 2018 • Victims' Rights and Support Act (NSW) 2013 • Advocate for Children and Young People (NSW) Act 2014 |
| Contractual obligations | <ul style="list-style-type: none"> • Department of Social Services • National Disability Insurance Scheme Quality and Safeguards Commission |

Policy Statement

So Joe is committed to developing a culture that supports the legal and human rights of its participants, and ensures they can exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- National Disability Insurance Scheme Act 2013.

So Joe understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical, and emotional abuse, neglect, or exploitation.

So Joe will:

- provide easily understood and accessible information to all participants at service commencement about what the company does, how participants can contact the company, participants' rights, the service standards participants can expect and opportunities to provide feedback or make a complaint
- ensure participants have access to a fair and transparent system for making complaints and for reporting any breach of their rights
- support participants to exercise choice and participate in service delivery and direction
- involve participants in the development of policies and procedures that impact on their service.

So Joe Participants Service Charter outlines these rights and responsibilities in a way that is accessible and easily understood by participants.

The Charter

The charter outlines:

What So Joe does

So Joe supports opportunities for the everyday Joe.

So Joe is creating a better life through:

- Keeping it simple and personalised
- Going above and beyond expectations
- Building confidence to build dreams
- Empowering inclusive journeys, and
- Being the launchpad of opportunity.

What services So Joe provides

So Joe provides the following services:

- My Plan My Way (understand my plan services)
- My Funds My Way (plan management services)
- My Supports My Way (support coordination services)

So Joe's opening hours

So Joe currently provides remote services from its registered office and operates Monday to Friday from 9am to 4.30pm.

The So Joe's contact details

So Joe can be contacted:

- Location 39 River Street, Ballina NSW 2478
- Postal address PO Box 487, Ballina NSW 2478
- Telephone 1800 812 813
- Email hello@sojoe.com.au
- Website www.sojoe.com.au (in development)

The standards of So Joe

So Joe is committed to providing a service that is

- professional
- accessible
- fair
- timely.

The Participants rights and responsibilities

- Participant Rights
 - Be treated with respect
 - Received a quality and timely service
 - Have their privacy and confidentiality respected
 - Have access to equality of service offerings
 - Have the right to withdraw or decline service offerings
 - Have their cultural and personal opinions respected
 - Have the right to make their own decisions regarding their needs, priorities, and responses for service planning
 - Understand what personal information is required and why, and to provide their consent on how this information can be used
 - Have grievances/complaints managed in a timely and positive manner – free of discrimination

- Have an opportunity to provide input into service refinement
- Access their personal information
- Participant Responsibilities
 - Treat the So Joe team members and other community members with respect
 - Participant in planning to support the process of plan implementation to assist their NDIS plan goal achievement
 - Provide service feedback to communicate concerns or difficulties and to assist service refinement
- So Joe Service Rights
 - Collect relevant participant information for individual planning and support purposes
 - Collect relevant information on participants of the service for programming, planning and evaluation and statistical purposes for evidence of practice
 - Request that all participants/representatives treat other participants and the So Joe team with respect, privacy, and confidentiality
 - Deny service due to ineligibility
 - Decline to provide support which is unethical, not in the best interests of the participant or agreement plan
- So Joe Service Responsibilities
 - Treat all participants/representatives with respect
 - Provide a quality and timely service
 - Respect participants' privacy and confidentiality
 - Provide a safe and health environment for service provision
 - Respect the rights of participants to make their own decisions and to take responsibility for their actions
 - Manage grievances/complaints in a timely and positive manner – free of discrimination
- So Joe Staff Rights
 - Be treated with respect
 - Receive adequate position information, training, and resources
 - Access to ongoing professional development
 - Have their privacy and confidentiality respected
 - Work in a safe and healthy environment
 - Have grievances/complaints managed in a timely and positive manner – free of discrimination
- So Joe Staff Responsibilities
 - Treat So Joe participants, team members and other stakeholders with respect
 - Demonstrate sensitivity to participants, their needs, feedback, and challenges

- Provide a safe and healthy environment for service provision
- Provide a quality service which is effective and appropriate to the participant's needs
- Do not discriminate
- Respect the privacy and confidentiality of all service users, other team members and the service
- Manage grievances/complaints in a timely and positive manner – free of discrimination
- Provider service feedback to communicate concerns or difficulties and to assist service refinement
- Uphold mandatory reporting responsibilities to report when team members have 'reasonable grounds' to suspect that a participant is at risk of significant harm

Opportunities for feedback and participation

So Joe actively seeks the input of participants and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

Staff will be responsible for ensuring that participants are informed of what they can expect from the service and how they may provide feedback. Information will be provided to participants as follows:

- Hard copy documentation
 - service information flyers
 - complaints and grievances form
 - feedback information provided at intake meeting
 - policies
 - newsletters
- Website
 - information on our services
 - information on lodging feedback
 - provision of a feedback tool (contact form)
- Survey
 - Online/hard copy survey

All staff working with participants and stakeholders are responsible for ensuring they are familiar with the procedures for participants to provide feedback, and for:

- accepting and reporting informal feedback
- offering participants an opportunity to provide formal feedback when appropriate.

The process for making complaints

- A complaint or grievance can be communicated through:
 - A face-to-face discussion with a staff member or Director
 - A telephone discussion with a staff member or Director
 - A written letter addressed to a staff member or Director
 - An email addressed to a staff member or Director
 - The completion and lodgement of complaints form (via email, hard copy or on website)
 - A survey as provided by So Joe
- Upon lodgement, a complaint or grievance is to be managed in seven (7) stages:
 - Receiving a complaint or grievance
 - Recording and acknowledging the complaint or grievance within 24 hours of receipt
 - Assessing the complaint or grievance in a timely manner
 - Escalating the complaint or grievance
 - Investigating the complaint or grievance
 - Resolving the complaint or grievance; within 15 working days of receipt, and
 - Evaluating the management of the complaint or grievance.

Support of participant participation

So Joe is committed to empowering and supporting participants and their families to fully participate in the community.

So Joe will:

- support participants with the assistance of their family/guardian/carer to participate in communities and activities of choice, respecting their choices and plans regarding family inclusion, education, leisure, and their social lives
- enable family's/guardians/carers to be involved in decisions that affect their child and family and the services they receive
- encourage and support families/guardians/carers to be involved in service development, evaluation, and planning
- seek family's/guardians/carers input regarding participant information, assistance and support information strategies, service involvement and development
- develop links with other groups to promote greater opportunities for connections and meaningful participation in the community.

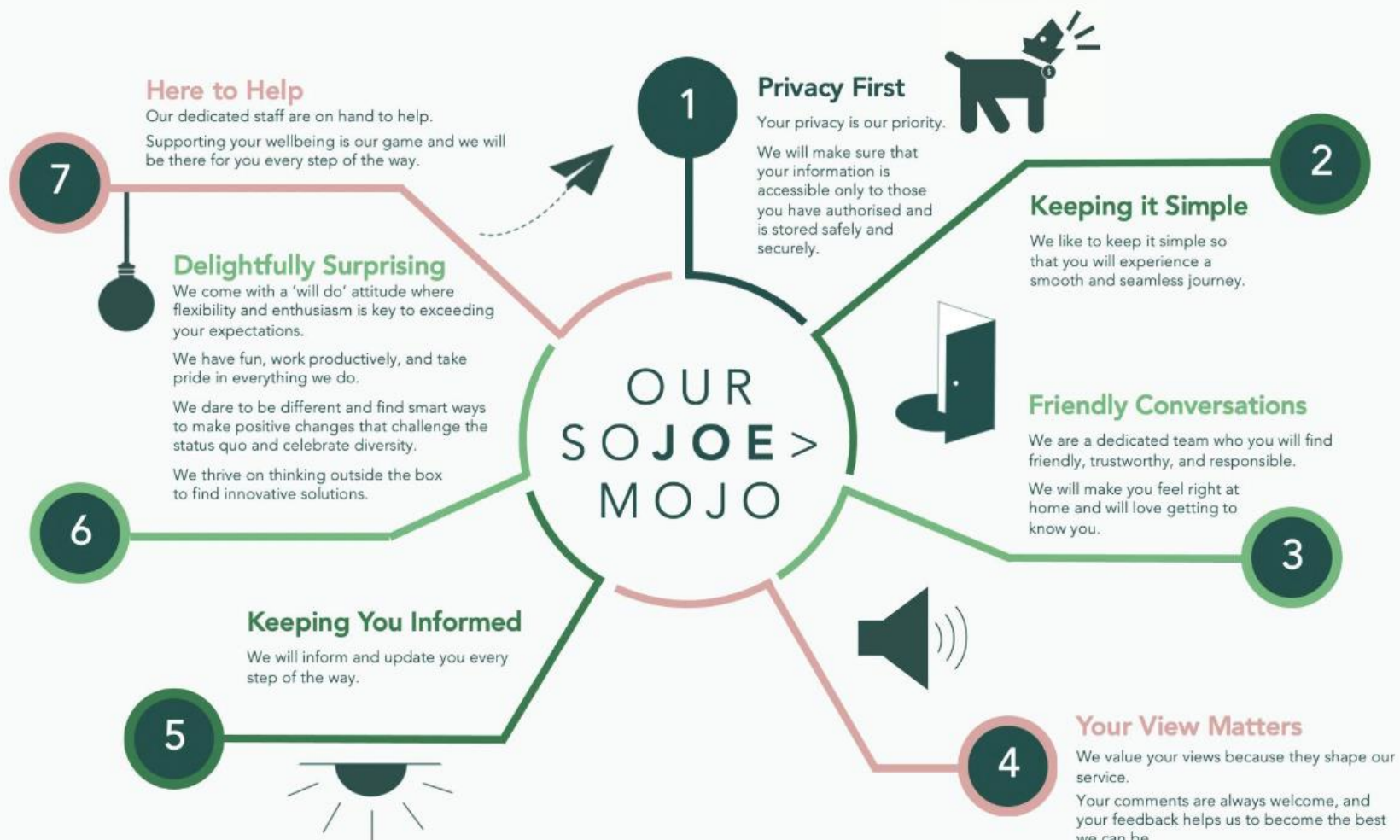
The company's supports and enables participation from, and inclusion of, participants through a range of communication methods

Information about participation opportunities is provided/available to participants through the following mechanisms

- Service information
 - About SOJOE

- My Plan My Way
- My Funds My Way
- My Supports My Way
- Know Your Rights and Responsibilities
- Privacy
- My Say (Feedback and Complaints)
- Child Protection
- Interactions with participants
 - My Plan My Way Welcome pack at intake
 - Inclusion in the Early Years
 - Navigating the NDIS resources
- Posters/signage
 - Service Charter – The So Joe Mojo
 - Community noticeboard and service brochures for families (and service providers) at Reception to provide strategies to support access to community facilities and services, the benefits and additional resources/links, how we can support their family/guardian
 - Building a network of support
 - Informal and formal community activities
 - Website www.sojoe.com.au
 - Local community services available, e.g., playgroups, support groups
 - ‘Keep Me Informed’ Online newsletter with regular feature regarding access and participation
- Audio/Visual Support
 - Access Hub (formerly National Relay Service) details number on all brochures, including TTY information
 - Australian Multilingual Services (www.amls.com.au) 1300 308 983 available
 - BDCSA for lingual services

SOJOE > SERVICE CHARTER



Documentation

| Documents related to this policy | |
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| Related policies | <ul style="list-style-type: none"> 1.1.1 Duty of Care 1.2.0 Code of Ethics and Conduct 1.2.1 Diversity and Cultural Inclusion 1.3.0 Privacy 1.3.1 Confidentiality 1.4.0 Participant Decision Making and Choice 1.5.0 Participant Safety and Security 1.5.1 Abuse, Harm, Neglect and Exploitation 1.5.2 Harassment and Bullying 1.5.4 Use of Restrictive Practices 1.5.5 Child Protection 2.1.0 Purpose and Values 2.1.15 Strategic Planning 2.1.16 Staff Meetings 2.1.17 NDIS and Conflict of Interest 2.2.0 Risk Management 2.2.13 Participant Billing 2.3.0 Policy Development and Approval 2.3.1 Quality Management 2.4.0 Participant Records 2.4.1 Accessing Confidential Information 2.5.0 Participant Feedback 2.5.1 Managing Complaints 2.7.1 Criminal History Screening and WWCC 2.7.5 Staff Induction 2.7.8 Staff Development and Training 2.7.11 Representing Organisation 2.7.12 EEO and Discrimination 2.7.13 Grievance Handling 2.8.0 Continuity of Supports 3.1.0 Access to Services 3.1.1 Service Scope and Planning 3.1.2 Service Information 3.2.0 Intake and Referral 3.2.1 Service Agreement 3.2.2 Participant Assessment and Review 3.3.0 Participant Coordination |

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| | <p>3.4.1 Managing Challenging Behaviours</p> <p>3.5.0 Participant Transition or Exit from the Service</p> <p>4.1.0 Workplace Health and Safety</p> <p>4.1.1 COVID-19 and Infection Control</p> <p>4.2.0 Participant Money and Property</p> <p>5.1.0 Working with Participants, Families and Partners</p> <p>5.2.0 Participants' Social Inclusion and Participation</p> <p>5.3.0 Capacity Building Supports</p> <p>5.4.0 Evidence Informed Supports</p> <p>5.5.0 Participant Outcomes</p> |
| Forms, record keeping or other company documents | <ul style="list-style-type: none"> • Charter of Rights and Responsibilities • About So Joe brochure • Know Your Rights and Responsibilities brochure • Child Protection brochure • Community Inclusion brochure • Supports brochure |

| Reviewing and approving this policy | | |
|-------------------------------------|--------------------|----------|
| Frequency | Person responsible | Approval |
| Biennial | Board | Board |

| Policy review and version tracking | | | |
|------------------------------------|---------------|-------------|-----------------|
| Review | Date Approved | Approved by | Next Review Due |
| 1.0 | July 2020 | Board | July 2022 |
| 1.1 | April 2021 | Board | July 2022 |
| 1.2 | | | |
| 1.3 | | | |