

Participant Charter

Clever Care NOW Participant Charter

Clever Care NOW respects and fully commits to upholding the rights of all people, including those with disabilities. We are also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

In supporting you to exercise your rights, we must comply with the [NDIS Practice Standards](#), *United Nations Universal Declaration of Human Rights*, *United Nations Convention on the Rights of Persons with Disabilities*, *United Nations Declaration on the Rights of the Child* [NDIS Act 2013 (Cth)], and

- NSW: *Anti-Discrimination Act 1977 (NSW)*

You have the Right to access supports that:

- promotes, upholds and respects your legal and human rights
- respects your culture, diversity, values and beliefs
- respects and protects your dignity and right to privacy
- is free from violence, abuse, neglect, exploitation or discrimination
- allows you to exercise informed choice and control
- supports your privacy, intimacy and sexual expression and
- allows you to live with residents who are not eligible for SDA and to choose to share a bedroom with others, where possible.

It is our responsibility to:

- tell you about and uphold your rights
- provide supports in a way that promotes, upholds and respects your rights to freedom of expression, self-determination and decision-making
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide
- respect your autonomy, including your right to intimacy and sexual expression
- provide you sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery
- support you to access an advocate (including an independent advocate) of your choosing
- support you to engage with your family, friends and chosen community in the ways you want to
- treat you fairly and with courtesy, dignity and respect and without discrimination
- give you information about our services and associated costs, as well as other support options, within and outside Clever Care NOW
- involve you in decisions about your supports, as well as our policies and procedures
- provide services that consider and respects your lifestyle, cultural, linguistic and religious background and preferences
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints

- promptly address enquiries and complaints about the services you are receiving
- support you to connect with other services, including advocates, interpreters and translators, if needed
- support you to have a person to speak on your behalf for any purpose and
- provide safe and appropriate service delivery that is culturally relevant and supports your needs and goals.

As our participant we ask that you:

- provide us with information that will help us to best support you
- tell us if things change or you cannot keep an appointment or commitment
- act respectfully and safely towards other people using the service, and towards our staff
- provide us with feedback about our service and how we can improve
- promptly pay the agreed fees associated with your services and
- tell us as early as possible if our services are not required.

Monitoring and Review

This *Participant Charter*, along with Clever Care NOW *Participant Rights and Responsibilities Policy and Procedure* will be reviewed at least annually by the Clever Care NOW Board and Leadership Team. Reviews will incorporate staff, participant and other stakeholder feedback.

DOCUMENT CONTROL

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1	01/06/2024	General Manager
Version History		
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