

Territory Therapy Solutions exists to work with our participants, their advocates, family members and other service providers, as relevant, to provide the services to meet our participants' needs, within the scope of our services.

We will provide support and work with other community groups or education programs directly, or in partnership with other services. Information regarding our services is located on our website, Territory Therapy Solutions or by asking a staff member.

Territory Therapy Solutions will work with other groups, services, and programs, either directly or in partnership, to ensure the provision of relevant supports.

Our Service Charter of Rights will be provided to participants in a Participant Handbook using simple terminologies such as your rights, your responsibilities, and our responsibilities.

4.0 Charter of Rights

4.1 Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting, and assisting participants to achieve their goals and exercise their rights. Territory Therapy Solutions adopts a policy of non-discrimination in the provision of our support services to individuals and the eligibility and entry to these services.

Participants have the right to:

- access supports that promote, uphold, and respect their legal and human rights
- exercise informed choice and control
- freedom of expression, self-determination, and decision-making
- access supports that respect culture, diversity, values, and beliefs
- access a service that respects their dignity and right to privacy
- support access to make informed choices to maximise their independence
- access supports free from violence, abuse, neglect, exploitation, or discrimination
- receive supports which are overseen by strong operational management
- access services which are safeguarded by caring carers who work within a well-managed risk and incident management system

- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- consent to the sharing of information between providers during transition periods
- select to opt-out of providing information, as required by NDIS.

4.2 Participants' responsibilities

Participants using our support services have responsibilities to Territory Therapy Solutions. We ask that they:

- respect the rights of our staff worker to ensure a workplace that is safe, healthy, and free from harassment
- abide by the terms of their agreement with us
- understand that their needs may change and, correspondingly, services provided may need to change to meet their needs
- accept responsibility for their actions and choices, even though some decisions may involve risk
- inform us if they have any problems with our staff or the services received
- share appropriate information to develop, deliver and review their therapy support plan
- care for their health and wellbeing (as much as they can)
- provide information that will help us better meet their needs
- provide us with a minimum of 24-hours' notice if they will not be home for their service
- understand that our staff are only authorised to perform the agreed number of hours and tasks outlined in their service agreement
- contribute and participate in the safety assessments of their home
- control pets during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- inform us in writing (where able) and provide appropriate notice before terminating our service
- advise our staff, when asked, if they wish to opt-out of a service.

4.3 Participant's right to provide feedback

Territory Therapy Solutions values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when individuals are not happy with service received, or they believe they have not been fairly treated.

Feedback can be provided in the following ways, including:

- completing a Complaints and Feedback Form
- talking directly to a staff member
- asking to speak to a more senior manager or supervisor
- contacting the office via the phone
- contacting us anonymously or completing the Anonymous Complaints and Feedback Form.

Territory Therapy Solutions will resolve complaints openly, honestly, and quickly. We will acknowledge the complaint by responding within one working day. (See our Complaints and Feedback Policy and Procedure for further details).

If not satisfied with the resolution of a complaint, we recommend individuals contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Alternatively, individuals can lodge a complaint via the NDIS Quality and Safeguards Commission website. To view go to forms.business.gov.au/smartforms

4.4 NDIS Code of Conduct

Our team will provide supports or services to participants and quality service to participants, their family and advocate. To enable us to do this, we request that all participants:

- provide complete and accurate information about themselves and their situation
- explain any changes in their health
- inform their staff worker if they cannot keep an appointment or commitment
- complete consent forms so that we can work with an advocate (if applicable)

- act respectfully and safely towards other people using the service and towards our front-line worker
- provide feedback about the service and advise how services could be improved
- report back to us if unhappy with our services, or if there is any matter of concern.

4.5 Our commitment to participants

Territory Therapy Solutions takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed with respect and in consultation with participants. When dealing with our stakeholders, we will:

- treat people with respect
- treat individuals courteously, fairly and without discrimination
- inform participants of their rights and responsibilities through our orientation process, Easy Read documents and handbooks
- protect personal information
- involve participants in any decisions regarding the services they access
- assist participants in connecting with other services, if needed
- inform how to provide feedback on our services
- ensure participant safety and undertake practices that prevent injury
- assist participants in accessing and using our services
- comply with signed service agreements
- inform participants of their rights and responsibilities
- arrange for an interpreter or other language services, if required
- respect individual views, opinions, personal circumstances, and cultural diversity
- provide advice and options regarding other supports and services that may be available
- ensure staff have the appropriate skills and competencies to meet participants' needs
- treat everybody with dignity, fairness, and respect, without discrimination or victimisation
- advise how complaints can be made and provide information on how we will respond to that complaint
- provide support and care that recognises and acknowledges individual preferences, choices, interests, and capability

- support the right for participants to receive quality care in an appropriate environment which promotes participation
- provide services that meet, or exceed, relevant industry standards such as the NDIS practice standards and quality indicators, NDIS rules, and their charter of rights.

5.0 Related documents

- Complaints and Feedback Form
- Anonymous Complaints and Feedback Form
- Complaints and Feedback Policy and Procedure
- Participant Handbook

6.0 References

- NDIS Code of Conduct Rules 2018
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators 2020
- United Nations Convention on the Rights of Persons with Disabilities