



Participant Charter

Care Coordination Consultancy

ABOUT US

Care Coordination Consultancy respects and fully commits to upholding the rights of all people.

We are committed to ensuring you are aware of your rights and responsibilities and we help you to uphold and exercise these.

NDIS PRACTICE STANDARD

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)

Relevant State/Territory Legislation

- NT: Anti-Discrimination Act 1992 (NT)
- QLD: Human Rights Act 2019 (QLD) Anti-Discrimination Act 1991 (QLD)
- NSW: Anti-Discrimination Act 1977 (NSW)
- WA: Equal Opportunity Act 1984 (NSW)
- ACT: Human Rights Act 2004 (ACT) Discrimination Act 1991 (ACT)
- SA: Equal Opportunity Act 1984 (SA)
- TAS: Anti-Discrimination Act 1998 (TAS)
- VIC: Charter of Human Rights and Responsibilities Act 2006 (VIC), Equal Opportunity Act 2010 (VIC) and Racial and Religious Tolerance Act 2001 (VIC)

Your Supports -



- Promote, uphold and respect your legal and human rights
 - Respects your culture, diversity, religious beliefs, individuality and values
 - Respects and protects your dignity and right to privacy
 - Are free from violence, abuse, neglect, exploitation or discrimination
 - Allows you to exercise informed choice and control
 - Support your privacy, intimacy and sexual expression.
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It is our responsibility to



- Tell you about and uphold your rights
- Provide supports that promote, uphold 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 engage with your family, friends and chosen community in the ways you choose.
- 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 Care Coordination Consultancy.
- Involve you in decisions about your supports, as well as our policies and procedures
- Provide services that consider and respect your lifestyle, cultural, language, religious background and preferences
- Protect your personal information and only use it for the right reasons

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Monitoring and Review

This Participant Charter, along with Care Coordination Consultancy 's Participant Rights and Responsibilities Policy and Procedure will be reviewed annually. This includes staff, participant and other stakeholder feedback.

Document Control

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