

# Person Centred Supports Policy



## **Connect and Explore** Person-Centred Supports Policy

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### Policy

The goal of this policy is to help participants understand their rights, and it is applicable to all staff members and participants. Connect and Explore will offer support that encourages, upholds, and respects each individual's right to freedom of expression, self-determination and decision-making.

### 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 within Connect and Explore Policy and Procedure Manual
- select to opt-out of providing information that is not crucial to the wellbeing of another participant

### Participants' responsibilities

Participants using our support services have responsibilities to Connect and Explore. We ask that they:

- respect the rights of our support workers 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 support review of their support plan
- care for their health and wellbeing (as much as they can)
- provide information that will help us better meet their needs
- pay the agreed amount for the services provided
- inform us in writing (where able) and provide appropriate notice before terminating our service

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### Participant's right to provide feedback

Positive and negative comments are both appreciated by Connect and Explore. We encourage participants to speak up and not keep quiet because we want to know when a service has been great, when participants are dissatisfied with the service they have received, or when participants think they have not been treated fairly. Feedback can be provided in the following ways, including:

- talking directly to a staff member either verbally or by submitting a Complaints and Feedback form (Ask Staff Member for form or download it from our website <https://www.connectandexplore.com/about>)
- Contacting the Connect and Explore Office on 0429 146 117
- Email us at [connectandexplore@hotmail.com](mailto:connectandexplore@hotmail.com)