



# Participant Rights and Responsibilities Policy and Procedure

*For Soaring Sparrows Pty Ltd*

## Document Control

**Policy Title:** Participant Rights and Responsibilities Policy and Procedure

**Date Policy Developed:** 16/09/2025

**Review Date:** 16/09/2027

**Version:** 1.0

**Policy Owner:** Director

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## Purpose

To ensure that all participants of Soaring Sparrows Pty Ltd are aware of their rights and responsibilities when accessing services. This policy safeguards the dignity, independence, and informed decision-making of participants, while also outlining their role in contributing to a safe and respectful service environment.

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## Scope

This policy applies to:

- All participants receiving services.
  - Families, carers, and advocates involved in participant supports.
  - All staff, contractors, and volunteers of Soaring Sparrows Pty Ltd.
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## Definitions

### Advocate

A person who supports a participant to express their views, protect their rights, and make informed decisions. An advocate may be a family member, friend, or an independent professional.

**Dignity**

The right of every participant to be treated with respect, fairness, and without discrimination.

**Informed Decision-Making**

The process where participants are given clear, accessible, and complete information so they can make choices about their supports and services.

**Participant**

A person with disability who receives supports or services from Soaring Sparrows Pty Ltd under the National Disability Insurance Scheme (NDIS).

**Participant Rights**

Legal and human rights that protect a participant's dignity, safety, independence, and ability to make choices about their own life.

**Participant Responsibilities**

The expectations of participants to engage respectfully with staff, other participants, and the service environment, including honesty, cooperation, and respect for others.

**Plain English / Easy Read**

Information that is written clearly and simply, sometimes supported with pictures or symbols, so it is easier to understand.

**Supported Decision-Making**

The practice of helping participants make their own choices, by giving them the information, time, and support they need.

**UCRPD (United Nations Convention on the Rights of Persons with Disabilities)**

An international agreement that protects the human rights and freedoms of people with disabilities.

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**Policy Statement**

Soaring Sparrows Pty Ltd is committed to promoting and protecting the rights of participants in line with the NDIS Act 2013, the NDIS Code of Conduct, human rights principles and UCRD. We also recognise that participants have responsibilities to engage respectfully and safely with staff and other stakeholders.

We will:

- Respect and promote the legal and human rights of all participants.
- Provide clear information about participants' rights and responsibilities in accessible formats.

- Encourage participants to exercise choice, control, and self-advocacy.
  - Respond promptly to any breaches of rights or responsibilities.
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## **Responsibilities**

### **Director/Management:**

- Ensure all participants are informed of their rights and responsibilities.
- Provide staff with training to uphold participants' rights.
- Monitor and review policy implementation.

### **Staff/Contractors:**

- Treat participants with dignity and respect at all times.
- Support participants to understand and exercise their rights.
- Respond to concerns or breaches of rights in line with policies.

### **Participants:**

- Have the right to receive safe, respectful, and quality services.
  - Have the responsibility to treat staff and others with respect.
  - Are expected to provide accurate information that supports service delivery.
  - Are encouraged to raise concerns through the complaints process when needed.
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## **Procedures**

### **1. Informing Participants of Rights and Responsibilities**

- Provide all participants with a Rights and Responsibilities Statement at intake.
- Ensure information is available in plain English and other accessible formats as per participant needs.

*Example:* If a participant requires Easy Read materials, staff provide these at the first meeting.

### **2. Supporting Participants to Exercise Rights**

- Encourage participants to make decisions about their supports.
- Encourage supported decision making

- Offer advocacy or support services to participants.

*Example:* If a participant is unsure about a service agreement, staff offer referral to an independent advocate.

### **3. Responding to Breaches of Rights**

- Record and report any suspected breach of participant rights.
- Address issues promptly in line with the Complaints and Incident Management Policies.

*Example:* If a participant reports being spoken to disrespectfully by staff, the matter is investigated immediately.

### **4. Promoting Participant Responsibilities**

- Remind participants of their responsibilities to respect staff, other participants, and property.
- Address concerns with participants in a respectful and supportive manner.

*Example:* If a participant repeatedly misses scheduled appointments, staff meet with them to discuss how this impacts service delivery and agree on solutions.

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## **Related Legislation**

- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- Disability Discrimination Act 1992 (Cth)
- Equal Opportunity Act 1984 (SA)
- United Nations Convention on the Rights of Persons with Disabilities

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## **Other Relevant Documents**

- Legal and Human Rights Policy
- Complaints and Feedback Policy
- Privacy and Confidentiality Policy
- Code of Conduct Policy
- Service Entry, Transition and Exit Policy

- Participant Handbook
  - Incident Management Policy
  - Responsive Support Provision Policy
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## **Review**

This policy will be reviewed every two years, or earlier if:

- There are legislative or regulatory changes.
  - Feedback indicates improvements are required.
  - An audit, review, or incident highlights a gap.
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## **Approval**

Approved By: Kathryn Soar

Position: Director, Soaring Sparrows Pty Ltd

Date: 23/09/2025

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