



Participant Rights and Responsibilities

(Simple English Version)

Purpose

This policy tells everyone using Soaring Sparrows services about their **rights** and **responsibilities**.

It helps keep services **safe, fair, and respectful**.

Who the Policy is For

- People using our services
 - Families, carers, and advocates
 - Staff, contractors, and volunteers
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Definitions

- **Participant:** Someone who uses our services.
 - **Rights:** Things participants are allowed to have, like safety, respect, and choice.
 - **Responsibilities:** Things participants should do, like treating others with respect and giving correct information.
 - **Advocate:** Someone who helps participants speak up and make choices.
 - **Easy Read:** Simple, clear information that is easy to understand.
 - **Supported Decision-Making:** Helping participants make their own choices.
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Policy Statement

Soaring Sparrows:

- Respects participants' rights
- Gives clear information about rights and responsibilities
- Supports participants to make choices
- Acts quickly if rights or responsibilities are not followed

Responsibilities

Director/Management

- Tell participants about their rights and responsibilities
- Train staff
- Check that the policy is working

Staff/Contractors

- Treat participants with respect
- Help participants understand their rights
- Respond to concerns about rights or responsibilities

Participants

- Have the right to safe, respectful services
- Should treat staff and others with respect
- Should give accurate information
- Can raise concerns through the complaints process

Procedures

1. Informing Participants

- Give a Rights and Responsibilities statement when participants start services
- Provide information in Easy Read if needed

2. Supporting Rights

- Help participants make decisions
- Offer advocacy support

3. Responding to Breaches

- Record and report breaches of rights
- Deal with issues quickly

4. Promoting Responsibilities

- Remind participants to respect others and property
 - Talk with participants respectfully if issues arise
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Related Laws

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

The policy is reviewed every two years, or sooner if:

- Laws change
 - Feedback shows changes are needed
 - Audits or incidents show gaps
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