

NDIS ADD-ON POLICIES AND PROCEDURES FOR THE NDIS PRACTICE
STANDARDS 2018 CORE MODULE

Standard 1: Rights and Responsibilities of NDIS
Consumers

FOR AGED CARE PROVIDERS REGISTERED TO PROVIDE
NDIS SERVICES TO PEOPLE WITH DISABILITY

GGJ CONSULTANTS
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STANDARD 1: RIGHTS AND RESPONSIBILITIES OF NDIS CONSUMERS

1.1 PERSON-CENTRED SUPPORTS

1.1.1 OUTCOME

Each consumer accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

To achieve this outcome, the following indicators are addressed and where relevant, a copy of this section or included information is provided to Key Personnel and workers and backed up with discussion/training.

Indicator 1: Each consumer's legal and human rights are understood and incorporated into everyday practice.

NDIS Rights of People with Disability

Each consumer's legal and human rights are understood and incorporated into everyday practice through our policies and procedures.

Acorn Aged Care aligns its provision of NDIS services with the following documents:

- [United Nations Convention on the Rights of Persons with Disabilities](#)
- Australian Human Rights Commission [Human Rights and People with Disability](#)
- [NDIS Act](#)
- [The NDIS Practice Standards and Quality Indicators 2021 Version 4](#)
- [Consumer Rights: A guide for Consumers with Disability](#)
- [NDIS Service Charter](#)
- [NDIS Code of Conduct](#) (See [Codes of Conduct and Banning Orders](#))
- Other key documents (these are noted throughout these policies and procedures).

We adopt as our own, the NDIS Rights of People with Disability¹, which works to uphold the rights of people with disability, including the right to dignity and respect, and to live free from abuse, exploitation and violence, through:

- Empowering people with disability to exercise choice and control in the support services they receive, while ensuring appropriate protections are in place
- Providing information that helps people with disability and their families or advocates to make informed decisions about NDIS providers
- Responding to and managing concerns and complaints
- Supporting a strong and viable market for disability supports and services.

This is in keeping with Australia's commitment to the [United Nations Convention on the Rights of Persons with Disabilities](#).

¹ NDIS Quality and Safeguards Commission [Rights of People with Disability](#) October 2024

The NDIS Act 2013

The general principles guiding actions under the NDIS Act also describe rights of people with disability to:

- Realise their potential for physical, social, emotional and intellectual development
- Be supported to participate in and contribute to social and economic life to the extent of their ability
- Be supported to exercise choice including in relation to taking reasonable risks in pursuit of their goals and the planning and delivery of their supports
- Be respected for their worth and dignity and to live free from abuse, neglect and exploitation
- Be able to determine their own best interests including the right to exercise choice and control and to engage as equal partners in decisions that will affect their lives to the full extent of their capacity
- Have their privacy and dignity respected
- Have the role of families, carers and other significant persons in their lives acknowledged and respected
- Have access to advocates and supports which promote innovation, quality, continuous improvement, contemporary best practice and effectiveness.²

It is also a guiding principle of the National Disability Insurance Scheme Act 2013 (NDIS Act) that people with disability have the same right as other members of Australian society to pursue any grievance.

NDIS Participant Service Charter³

Acorn Aged Care strives to deliver services aligned with the principles and standards outlined in the NDIS Participant Service Charter. This Charter emphasises:

- Transparency - We will make it easy to access and understand our information and decisions
- Responsiveness - We will respond to individual needs and circumstances
- Respectful - We will recognise individual experience and acknowledge consumers are an expert in their own life
- Empowerment - We will make it easy for individuals to access and use information and be supported by the NDIS to lead their lives.
- Connection - We will support consumers to access the services and supports they need.

See Consumer Handbook NDIS/ Rights and Responsibilities (In the [Handbooks folder](#)).

See also Aged Care Procedures:

- [About Us](#)
- [Rights and Responsibilities of Consumers](#)
- [Service Delivery/ Principles](#)

Indicator 2: Communication with each consumer about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the consumer is most likely to understand.

As part of our Service Commencement process we explore, with the consumer/Rrepresentative, the language, mode of communication and terms that the consumer prefers

² Australian Government National Disability Insurance Scheme Act 2013, s 4.

³ Australian Government NDIS Quality and Safeguards Commission [Service charter](#) Accessed November 2024

See Service Commencement Checklist NDIS

See Aged Care Procedures:

- [Assessment and Care Support Planning Home/ Residential Care](#) (includes Effective Communication)
- [Consumer Specific Needs and Diversity](#)

Indicator 3: Each consumer is supported to engage with their support network and chosen community as directed by the consumer.

See Aged Care Procedures:

- [Choice, Independence and Quality of Life](#)
- [Participation in Community and Leave](#)

1.2 INDIVIDUAL VALUES AND BELIEFS

1.2.1 OUTCOME

Each consumer accesses supports that respect their culture, diversity, values and beliefs.

Indicator 1: At the direction of the consumer, the culture, diversity, values and beliefs of that consumer are identified and sensitively responded to.

See Aged Care Procedures:

- [Assessment and Care Support Planning Home/ Residential Care](#)
- [Choice, Independence and Quality of Life](#)
- [Consumer Specific Needs and Diversity](#)
- [Person-Centred Care/ Promoting Cultural Safety.](#)

Indicator 2: Each consumer's right to practice their culture, values and beliefs while accessing supports is supported.

See Aged Care Procedures:

- [Consumer Specific Needs and Diversity](#)
- [Person-Centred Care/ Promoting Cultural Safety.](#)

1.3 PRIVACY AND DIGNITY

... etc.

This is the end of the example.

The NDIS Add-on covers all the requirements in Core Module of the NDIS Standards.

DOCUMENT INFORMATION:

Owner**	Manager Corporate Services
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**The person responsible for ensuring the Procedure is appropriate, followed and maintained up to date.