

Rights and Responsibilities of our Participants are paramount to our services and the makeup of our management and support teams. We want to ensure that we empower people with disability to exercise choice and control in the support services they receive from us whilst ensuring that appropriate protections are in place. Lifestyle Mentor Services goal is to build the capacity of people with disability, their families and their carers to make informed decisions about NDIS providers. Lifestyle Mentor Services believes that it is pivotal to respond effectively to managing concerns and complaints to ensure we support a strong and viable market for disability supports and services.



Person Centred Supports

At Lifestyle Mentor Services each participant 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. Human Rights for people with disability includes having the same rights as everyone, which includes being able to enforce their rights through legal and other remedies.

To achieve this person centred approach we believe that it is important that legal and human rights which are incorporated in our overall NDIS Management System are communicated and understood therefore we provide our Participants with the **LMS-F-005 Participant Information Handbook** (specific to their communication needs including language, mode of communication and language) train our staff regarding person centred supports (see **HR Management**) and collect information from our participants (see **Provision of Supports**) including their wide social network, family, carers and other supports and use this to plan their services.

We believe that unless we obtain the Participants wider picture, we can't support our participants to achieve the support that best suits them, so that we can ensure that our Participants are respected and encouraged their decisions regarding informed choices are supported and their needs are met to a high level of satisfaction.

By engaging our Participants support networks and those who know them best to understand what they want for their lives we can:

- Ensure supports and services are in line with the needs, goals and desires of each Participant
- Listen to each Participant and those who know them best to understand what they want for their lives
- Support each Participant to develop individual outcomes so that we know what success looks like
- Support each participant to identify and prioritise obstacles in the way of achieving their outcomes
- Support each participant to set steps of goals to address challenges to achieving their outcomes
- Ensure our staff are trained, supported and motivated

Individual Values and Beliefs

At Lifestyle Mentor Services each participant can access supports that respect their culture, diversity, values and beliefs by not only collecting information relevant to these areas but also identifying how we can through the direction of the participant integrate this within their service provision. Resources we can draw on include engaging employees and support people from CALD backgrounds, interpretation services, providing training to our workers through LGBTQI+ and diversity programs.

Diversity encompasses our entire organisation including our staff and our participants. Differences can include:

- Gender
- Age
- Language
- Ethnicity
- Cultural background
- Disability
- Sexual orientation
- Religious beliefs
- Family responsibility.

To ensure that this is achieved we will provide our staff with training (see **HR Management**) opportunities to foster an inclusive environment that is responsive and respectful for our Participants to practice their culture, diversity, values and beliefs. We ask and record information about culture and beliefs during the intake process and throughout service delivery, not to identify differences but to learn about the different needs of our participants and how we can support through the choice and control of our participants and their community.

Privacy and Dignity

Lifestyle Mentor Services ensures that each Participant access supports that respect and protect their dignity and right to privacy.

Each participant has a right to be valued and respected for their own sake and to be treated ethically. Our NDIS Management system has established a clear and consistent structure to enable this to occur. Information that is collected from participants includes data that is required to establish service delivery purposes only or required by government departments (NDIA, ATO etc).

- We will only use and share this information (written, audio and visual) when it is given freely and with **LMS-F-002 Consent Form**. We believe that consent needs to be formalised and also includes specific agreements between identified parties. Our participants have the right to define who they share specific information with and who they don't.

- We will clearly explain our privacy information storage and protection process through the provision of the **LMS-F-005 Participant Information Handbook** (specific to their communication needs including language, mode of communication and language)
- We will train our workers and staff and obtain confidentiality agreements and understanding of information sharing process through inductions and ongoing training.
- We will support our participants to make informed decisions about their right to access, change their information at any time and withdraw consent options.

Independence and Informed Choice

Lifestyle Mentor Services ensures that each Participant is supported to make informed choices, exercise control and maximise their independence relating to the supports provided.

An active decision-making structure is integrated within our overall NDIS Management System and information regarding this and the right to access an advocate is communicated and understood by the Participants with the **LMS-F-005 Participant Information Handbook** (specific to their communication needs including language, mode of communication and language) and we train our staff regarding active decision making and informed choice (see **HR Management**).

Active decision making refers to the process in which decision makers actively evaluate decision alternatives, we call this **LMS-F-001 Participant risk assessment**, and they are completed in conjunction with the participant during intake and at set review meetings, after significant change or in the event that there is an issue/complaint. Within this **LMS-F-001 Participant risk assessment**, we collect information from our participants related to:

- Lifestyle
- Health & Wellbeing
- Finance

Within these are possible areas of concern which when identified can have strategies put in place to manage the prevention of negative actions. These strategies are developed with the input from all relevant stakeholders (participant, support person, career, family, community, advocate and provider) but have the Participants (or delegated persons) final say. This way benefits the risks of alternatives can be discussed and decided on and has been considered.

Violence, Abuse, Neglect, Exploitation and Discrimination

Lifestyle Mentor Services ensures each participant accesses support free from violence, abuse, neglect and exploitation or discrimination.

A structure to initially prevent, actively identify, report, investigate and reduce violence, abuse, neglect, exploitation and discrimination is integrated within our overall NDIS Management System and information regarding this and the right to access an advocate is communicated and understood by the Participants with the **LMS-F-005 Participant Information Handbook** (specific to their communication needs including language, mode of communication and language) and we train our staff in the prevention, identifying, reporting, investigating and reducing violence, abuse, neglect, exploitation and discrimination with our organisation and services we provide (see **HR Management**).

Our staff will respond promptly and sensitively to protect the Participant from harm. Lifestyle Mentor Services management will be responsible for providing the resources and process which includes:

- Promoting a culture of no retribution for reporting of suspected cases of abuse or neglect.
- Escalating all alleged or suspected incidents of abuse or neglect to management immediately
- Ensuring any participant of suspected or alleged abuse or neglect is adequately supported by an independent person such as a relative, friend, advocate or legal practitioner
- Responding promptly and sensitively where an alleged case of abuse or neglect has occurred, to protect the person from further harm, and coordinating appropriate responses in line with duty of care obligations
- Informing participants about what is going to happen before taking action and throughout any response to abuse and neglect
- Ensuring appropriate physical, emotional and psychological support is available to and easily accessible by a person following a report or allegation of abuse or neglect
- Ensuring the Participant, family, guardian or their support person has the choice of pursuing the matter through the legal system and be supported to access advice and services required.
- Complying with relevant child safety legislation (**LMS-R-003 Legislation Register**) applicable to the state and jurisdictions we operated within.

In the event of incident of this nature the **Incident Management Process** will be used.