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Participant Charter		
Owner: Management	Policy Number: 005	Version: 1
Effective: May 2021	Review Date: June 2022	

## Policy Intention

Accomplished Choice Solutions Pty Ltd is a disability organization which provides a range of supports to people with disabilities. There is a general recognition by the government that the service delivery models, location and nature of assistance to individuals and families differ considerably.

However irrespective of the differences between service types, evidence-based practice will be applied to all participant work undertaken to help maintain quality thereby ensuring that each participant has access to and receives suitable responsive and effective assistance in order to produce a positive outcome.



## Scope

The Participant service delivery policy applies to all staff working across all services delivery types which involves work with individuals and families.

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## Principles

The principles work as a guideline to work undertaken with individuals and families using and seeking to use our Participant services.

- Participants needs are monitored and regularly assessed and participants are consulted on any changed to their plans.
- Services are provided in collaboratively with other stakeholders to ensure the participant has access to a coordinated service system.
- Services are built to the strength and independence of each participant recognising their right and capacities.
- Participant's rights privacy, dignity and confidentiality is respected and upheld.
- Complaints are dealt with fully confidential in a transparent manner retribution.
- Where appropriate participants will be referred to other services providers. Referrals will be informed accordingly staff will advocate for Participants in the transition process to maximize the uptake of the referrals made.
- All participants' access to a service are based on equity and program eligibility. Assistance is based according to needs level of demand and the capacity of the service to meet those needs.
- A comprehensive and relevant intake and assessment will be in place to ensure assistance provided meets Participant's needs and priorities in accordance with funding requirements and program guidelines.

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