

POLICY 1.4 - INFORM PARTICIPANTS/YOUNG PEOPLE RIGHTS

1. Participants/young persons and nominated representatives will be provided with full information about the service and how it will be provided so that they may make an informed decision about whether to engage in service provision. This includes circumstances in which services may be withdrawn.
2. Participants/young persons and nominated representatives will be able to visit WCS properties to talk to the WCS team and have a tour of the facilities (*for short- & longer-term accommodation services or speak to the Intake Officer for Professional Services*).
3. The Individual Service Agreement will be negotiated to ensure that participants/young persons and nominated representatives fully understand and are able to communicate their needs.
4. Participants/young persons and nominated representatives have the right to see our policies and procedures. These will be made available on public websites.
5. Participants/young persons and nominated representatives have a right to ask questions and have answers in writing, if required.
6. Participants/young persons and nominated representatives have the right to be kept safe and be provided with support.
7. Participants/young persons have the right to take normal developmental risks but will be supported with advice and care by WCS staff.
8. Participants/young persons and nominated representatives have the right to complain and have their complaints heard and supported with appropriate actions. Complaints Policy and Forms are available on the public websites.
9. Participants/young persons and nominated representatives have the right to withdraw from the service.
10. Participants/young persons and nominated representatives have the right to privacy and confidentiality.
11. Participants/young persons and nominated representatives have the right to be protected through access to police, rescue, ambulance, and Child Safety where required.
12. Participants/young persons and nominated representatives have the right to seek external support through the NDIS Commission, Child Safety and/or to seek mediation support in working with WCS.
13. Participants/young persons and nominated representatives will be provided with a safety assessment prior to accessing services provided by WCS.
14. In the Short and Longer Term Supported Accommodation Services – participants/young persons and nominated representatives will be provided a safety induction.

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15. WCS will uphold and support participants/young persons goals and seek to support and further individual goals.
16. WCS will respect and support participants/young persons own interests, needs, and preferences in the choice of care support, the timing of support, and the conclusion of support.
17. WCS will provide culturally sensitive support to participants/young persons and families providing access and reference to cultural representatives where required and seeking support from translation services where required.
18. Participants/young persons have the right to person-centered practice which involves them in decision-making for their own life and respects their wishes and preferences.
19. Participants/young persons have the right to be supported by management and staff with appropriate state required clearances for working with vulnerable people including children and NDIS Screening of all support staff.
20. Participants/young persons have the right to provide both verbal and written feedback to WCS regarding their experiences with the service which will be considered and incorporated as per continuous improvement processes. This will be facilitated by formal bi-annual feedback opportunity and end of plan feedback. Additionally, complaint and compliment forms will be made available to the participant/young person on request and are available on the public websites to be used at any time.

DATE	PERSON/S	DETAILS
31.07.2025	Becci Fazldeen	Review and update
20.01.2025	Ashleigh Davis	Review and update
18.12.2023	Bronwyn McMullen	Review and update
08.11.2021	Toni Mehigan	Policy created



Community Services Pty Ltd

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