



TWF POLICY - PARTICIPANT RIGHTS.

1. PURPOSE OF THIS POLICY

The purpose of this policy is to clearly outline participant rights as clients of The Wholesome Few (TWF) and to reinforce TWF's commitment to freedom of abuse, neglect, maltreatment, or exploitation of a person with disabilities.

2. WHO THIS POLICY APPLIES TO

This policy applies to all TWF employees, leaders, managers, volunteers, and clients and/or their representatives.

3. WHAT OUTCOMES DO WE HOPE TO ACHIEVE

The Wholesome Few (TWF) is committed to ensuring it's clients understand their rights and responsibilities in the context of receiving our supports. We will work to ensure that all TWF participants:

- Receive person-centred supports.
- Have their privacy and dignity upheld.
- Have their independence, informed choice and control upheld.
- Have individual values and beliefs respected.
- Are free from violence, abuse, neglect, exploitation, or discrimination.

3.1 TO ACHIEVE THIS OUTCOME, TWF WILL:

- Ensure participant can access supports that respect their diversity, culture, values and beliefs. Ensure each participant's autonomy is respected, including their right to sexual expression and intimacy.
- Ensure each participants privacy and dignity is upheld by all employees, Leaders and managers.
- Ensure that participants are supported to have control of their daily living and to make informed choices, to maximise their independence in regard to the supports that they receive.



- Ensure that policies, procedures and daily practice promote an environment for all participants that is free from violence, abuse, neglect, discrimination or maltreatment.

4. WHO IS RESPONSIBLE FOR FOLLOWING THIS POLICY

4.1 ALL EMPLOYEES

All TWF employees, volunteers, leaders and managers are responsible for upholding the rights of TWF clients in relation to the supports they receive, and for adhering to all policies, procedures, guidelines and legislation relevant to their role.

4.2 LEADERS RESPONSIBILITIES

- All leaders are responsible for ensuring that allegations and/or instances of a participant's rights being neglected are investigated, resolved and reported appropriately.

5. HOW TO MAKE A COMPLAINT OR PROVIDE FEEDBACK

Your feedback is important to us! You can provide feedback by:

- Posting us a letter:
 - **PO BOX 17, Belmont, VICTORIA, 3216**
- Writing us an email
 - hello@thewholesomefew.com
- Completing a confidential online feedback form
 - <https://thewholesomefew.wufoo.com/forms/p11504lb1te0fta/>



SCAN THIS QR CODE
TO PROVIDE
ANONYMOUS
FEEDBACK



6. WHERE YOU CAN LEARN MORE ABOUT THIS POLICY

You can learn more about your rights as a participant of NDIS supports by following this link
<https://www.ndiscommission.gov.au>

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DOCUMENT NUMBER	TWF124	LOCATION	AAA INCLUDING WEBSITE
OWNER	The Wholesome Few Pty Ltd	REVIEW DATE	23.05.2023

