



**In Step
Supports**

Person-Centred Supports Policy and Participant Service Charter of Rights

Document Title	Person-Centred Supports Policy and Participant Service Charter of Rights
Document Reference	Rights and Responsibilities Policy and Procedure Manual
Module	Core Module

1.1 Person-Centred Supports

Aboriginal and Torres Strait Islander People Policy and Procedure

1.0 Purpose

The purpose of this policy is to uphold the rights, dignity, and self-determination of Aboriginal and Torres Strait Islander people by providing culturally safe, inclusive, and respectful services. In Step Supports Pty Ltd is committed to recognising and valuing the importance of culture, connection to Country, family, language, spirituality, and kinship for Aboriginal and Torres Strait Islander participants.

Our goal is to create an environment where participants feel safe, heard, and respected, and where their cultural identity is acknowledged and supported throughout the delivery of services. We honour the Traditional Owners of the lands on which we operate, paying respect to Elders past and present. We are committed to walking alongside Aboriginal and Torres Strait Islander peoples and communities in partnership, recognising their ongoing strength and resilience.

2.0 Scope

The policy applies to all staff involved in the delivery of services to Aboriginal and Torres Strait Islander participants.

3.0 Policy

In Step Supports Pty Ltd is committed to providing culturally safe, trauma-informed, and person-centred supports that uphold the rights of Aboriginal and Torres Strait Islander participants to exercise choice, control, and connection to culture.

We recognise that Aboriginal and Torres Strait Islander participants may experience ongoing impacts of colonisation, discrimination, and systemic disadvantage. To ensure cultural safety and inclusive practice, staff will:

- Actively listen to participants' stories, values, and cultural preferences before initiating assessment or planning discussions.
- Respect participant guidance on culturally respectful behaviours, including verbal and non-verbal communication preferences.
- Understand and honour the participant's right to connect with community members, Elders, family, and kin in their support journey.
- Engage with participants in ways that uphold cultural identity, recognising that cultural expression and connection may change over time.
- Be mindful of personal biases and avoid assumptions about cultural needs or practices.
- Accept that cultural learning is an ongoing process and that "not knowing" is an opportunity to seek knowledge through respectful inquiry.
- Work in partnership with cultural advisors, Aboriginal and Torres Strait Islander staff, or local community members when appropriate.

- Support participant preferences for cultural or community-led support and acknowledge where families or kinship networks are preferred providers of support.

Where needed, support planning will be co-designed with the participant and their community, using culturally appropriate communication methods and incorporating feedback from trusted community representatives.

Staff will complete cultural awareness training as part of their induction and ongoing professional development. This includes training in cultural safety, communication, historical context, and how to deliver services that align with community protocols.

4.0 Procedure

In Step Supports Pty Ltd is committed to meeting the requirements of the NDIS Practice Standards, including ensuring participants' rights to dignity, respect, privacy, and informed choice, delivering person-centred supports that are culturally responsive and safe, ensuring culturally safe mechanisms for participants to raise concern, and ensuring staff are trained and competent in culturally appropriate practices.

This policy aligns with the NDIS Code of Conduct by ensuring that staff act with respect for individual rights to freedom of expression, self-determination, and decision-making.

Our inclusive approach will promote the cultural safety of Aboriginal and Torres Strait Islander people through engagement with the participant, their community and all relevant stakeholders. Our processes are designed to meet the needs and requirements of the participant.

A variety of procedures may be implemented, including:

- incorporating symbols and images that reflect the indigenous culture in our marketing material, on our website and in our environment
- acknowledging the stigma, discrimination and exclusion experienced by people who identify as Aboriginal and/or Torres Strait Islander and how this may intersect with discrimination faced by a disability
- displaying a Statement of Traditional Owners
- clarifying if participants identify as Aboriginal and Torres Strait Islander
- contacting and maintaining networks with local Aboriginal and Torres Strait Islander communities
- working with community networks for the benefit and support of the participant
- contacting the participant's family, extended family and community
- establishing communication processes for maintaining an individual's indigenous supports
- working with other services in a coordinated manner to enhance support for the participant
- planning actions that promote cultural safety and connectivity while respecting the cultural and spiritual identity of Aboriginal and Torres Strait Islander communities

- researching and supporting community events for the participants and then sharing this information with all staff
- accepting the participant's preference to be supported by family and community
- working collaboratively to build family and community confidence and capacity
- identifying how, when, and why to source and work with different types of interpreter services in a culturally appropriate way
- collaborating with local communities to provide services, referrals, consortia involvement and memorandums of understanding

To promote cultural safety, In Step Supports Pty Ltd will:

- Establish relationships with local Aboriginal and Torres Strait Islander Elders and cultural advisors to inform service delivery and ensure ongoing cultural safety.
- Offer participants the option to involve a cultural mentor or liaison in their planning and service delivery.
- Include cultural safety considerations in risk management planning and review incidents that involve breaches of cultural safety as part of incident management.
- Ensure participants have access to interpreters and cultural liaisons as needed.
- Facilitate ongoing partnerships and Memoranda of Understanding (MoUs) with Aboriginal Community Controlled Organisations (ACCOs) to support service delivery.

4.1 Advocacy information

A file review of all Aboriginal and Torres Strait Islander participants enhances our inclusive approach obligations. The review will determine if:

- service access and support strategies are relevant for Aboriginal and Torres Strait Islander people
- service involvement and links with the Aboriginal community and Aboriginal services are being provided as relevant
- cultural needs of the participants are documented in their support plans
- strategies and supports are implemented as per individual plans
- Aboriginal and Torres Strait Islander people should be given opportunities to voice their opinions and provide feedback on all aspects of their service. Staff should support the participant in voicing their opinions and knowledge in meetings. Participants must be allowed to discuss ideas and provide input to management to improve our services to meet their requirements
- Feedback from Aboriginal and Torres Strait Islander participants, families, and communities will inform continuous improvement. In Step Supports Pty Ltd will review feedback and incidents related to cultural safety as part of our Continuous Improvement Plan. Identified issues will be actioned through staff training, policy updates, or changes to service delivery

Culturally Safe Complaints Handling:

- Participants have the right to raise concerns about cultural safety without fear of discrimination.
- Complaints regarding cultural safety breaches will be prioritised and handled in a culturally appropriate manner.
- Participants may nominate an Aboriginal advocate or community Elder to support them in the complaints process.
- Complaints about cultural safety will be documented and reviewed as part of our Continuous Improvement Plan.

4.2 Staff and volunteer training

In Step Supports Pty Ltd will train all staff and volunteers so that all front-line workers can capably implement Aboriginal or Torres Strait Islander cultural competence strategies. The training aims to increase access to the service by Aboriginal and Torres Strait Islander people.

Training may include:

- variability in Aboriginal and/or Torres Strait Islander cultures, beliefs, practices, languages, kinships and ways of living
- impact of European arrival, including inter-generational distrust of non-indigenous and government
- stigma, discrimination and exclusion that may be experienced and how this may intersect with discrimination faced from having a disability

In Step Supports Pty Ltd will ensure that all staff and volunteers receive ongoing training in cultural safety, led or co-facilitated by Aboriginal and Torres Strait Islander trainers and community members where possible. This will include opportunities for reflective practice, cultural supervision, and case discussions to ensure continual learning and culturally safe responses in practice.

5.0 Related documents

- Staff Training Record
- Staff Training Plan
- Training Attendance Register – In-house
- Annual Organisational Training Register and Review
- Easy Read Documents

6.0 References

- Disability Discrimination Act 1992 (Commonwealth)
- Australian Human Rights Commission Act 1986 (Commonwealth)
- Privacy Act 1988 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- NDIS Practice Standards and Quality Indicators 2021
- [NDIS Workforce Capability Framework](#)
- NDIS (Code of Conduct) Rules 2018
- National Agreement on Closing the Gap 2020
- United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)
- NDIS Quality and Safeguarding Framework

Person-Centred Supports Policy and Participant Service Charter of Rights

1.0 Purpose

The purpose of this policy is to guide the delivery of person-centred supports that promote dignity, respect, safety, and individual choice for all participants of In Step Supports Pty Ltd.

This policy ensures that each participant's personal values, goals, and needs are the foundation of their supports, and that services are delivered in a way that respects their culture, preferences, and identity. The focus is on maximising quality of life, enabling choice and control, and ensuring participants feel heard, valued, and supported at all times.

2.0 Scope

The policy applies to all staff involved in the delivery of supports at In Step Supports Pty Ltd.

3.0 Policy

In Step Supports Pty Ltd is committed to providing person-centred supports that uphold the rights, dignity, preferences, and cultural identity of every participant.

All supports and services will be delivered in accordance with the NDIS Practice Standards, NDIS Code of Conduct, NDIS Act 2013, and the United Nations Convention on the Rights of Persons with Disabilities. These frameworks inform our responsibility to respect, protect, and fulfil the rights of people with disability and ensure access to inclusive, high-quality, and culturally responsive supports.

We ensure participants are supported to exercise informed choice and control in all aspects of their lives and services. Participants are treated with compassion, respect, and honesty, and have the right to determine what supports work best for them.

Supports will be:

- Tailored to each participant's values, strengths, goals, and preferences
- Delivered in a way that respects cultural, linguistic, and spiritual diversity
- Inclusive of family, carers, and advocates where desired by the participant
- Informed by principles of safeguarding, trauma-aware care, and cultural safety
- Reviewed regularly to ensure supports continue to meet participants' needs

In Step Supports Pty Ltd will protect participants' rights to freedom of expression, self-determination, privacy, and safety. We will act immediately to prevent and respond to abuse, neglect, exploitation, or violence.

Our Participant Service Charter outlines:

- The rights and responsibilities of all participants
- How participants can expect to be treated

- What they can expect from our service
- Their right to provide feedback or make a complaint at any time

The Charter is provided in accessible formats, including Easy Read, and is explained during onboarding. It is included in the Participant Handbook under clear headings such as *Your Rights*, *Your Responsibilities*, and *How to Give Feedback*.

In Step Supports Pty Ltd applies a person-first approach and works alongside participants, families, advocates, and other services to co-design and deliver appropriate and flexible supports.

We also align with the NDIS Workforce Capability Framework to ensure all staff consistently meet participant expectations. This includes:

Our Relationship – Setting up our relationship for success

Your Impact – Understanding your role and the impact you have

Support Me – Helping participants pursue what matters to them

Be Present – Being fully present and available during supports

Check-in – Collaborating with participants to review what is and isn't working

These principles apply to all staff. General and advanced support workers are expected to fulfil all five objectives, while ancillary staff are expected to meet the first three.

4.0 Charter of Rights

4.1 Participants' rights

Participants have many individual rights. We understand these rights and work towards informing, supporting and assisting participants to achieve their goals and exercise their rights. In Step Supports Pty Ltd adopts a policy of non-discrimination in providing our support services to participants and the eligibility and entry to these services.

Participants have the right to:

- access supports that promote, uphold and respect their legal and human rights
- exercise informed choice and control
- freedom of expression, self-determination and decision-making
- access supports that respect culture, diversity, values and beliefs
- access a service that respects their dignity and right to privacy
- support access to make informed choices to maximise their independence
- have advocates, family, or chosen supporters involved in decision-making processes
- access supports free from violence, abuse, neglect, exploitation or discrimination
- receive supports that are overseen by strong operational management

- access services which are safeguarded by caring carers who work within a well-managed risk and incident management system
- receive information about complaints and incident management processes in accessible formats
- receive services from workers who are competent, qualified and have expertise in providing person-centred supports
- consent to the sharing of information between providers during transition periods
- select to opt-out of providing information, as required by NDIS

4.2 Participants' responsibilities

Participants are encouraged to engage with our services in a way that helps us deliver safe and effective supports. We ask that participants that they:

- respect the rights of our staff to ensure a workplace that is safe, healthy and free from harassment
- abide by the terms of their agreement with us
- understand that their needs may change and, correspondingly, services provided may need to change to meet their needs
- accept responsibility for their actions and choices, even though some decisions may involve risk
- inform us if they have any problems with our staff or the services received
- share appropriate information to develop, deliver and review their support plan
- care for their health and well-being (as much as they can)
- provide information that will help us better meet their needs
- provide us with a minimum of 24 hours notice if they will not be home for their service
- understand that our staff are only authorised to perform the agreed number of hours and tasks outlined in their service agreement
- contribute and participate in the safety assessments of their home
- control pets during service provision
- provide a smoke-free working environment
- pay the agreed amount for the services provided
- inform us in writing (where able) and provide appropriate notice before terminating our service
- advise our staff when asked if they wish to opt-out of a service

4.3 Participant's right to provide feedback

In Step Supports Pty Ltd values all feedback, positive and negative. We ask participants to speak up and not be silent; we want to know when a service has been exceptional or when participants are unhappy with the service received or believe they have not been treated fairly.

Participants have the right to provide feedback or make complaints without fear of retribution or negative consequences. If required, participants can be supported by a chosen advocate, family member, or representative when providing feedback. Participants will also be informed of external advocacy and complaints bodies if they prefer to raise concerns externally.

The participants will be offered the opportunity to provide input into our organisation's management. The participant can voice their opinions by attending meetings with management or other relevant persons and writing guiding feedback and emails. All options are open as we wish to hear how to improve their service.

Feedback can be provided in the following ways:

- completing a Complaints and Feedback Form
- talking directly to a staff member
- attending management meetings as a representative
- asking to speak to a more senior manager or supervisor
- contacting the office via the phone
- sending an email
- contacting us anonymously or completing the Anonymous Complaints and Feedback Form.

	Details
Complaints Manager	Edward Rogers or Jake Tiver (Directors)
Email	hello@instepsupports.me
Phone	0451 971 811 0402 613 656
Postal address	7 Hutt Street, Adelaide 5000

We will acknowledge the complaint by responding within one working day. In Step Supports Pty Ltd will resolve complaints openly, honestly and quickly. (See our Complaints and Feedback Policy and Procedure for further details).

If not satisfied with the resolution of a complaint, we recommend participants contact the NDIS Quality and Safeguards Commission on 1800 035 544 (free call from landlines) or TTY 133 677.

Alternatively, participants can lodge a complaint via the NDIS Quality and Safeguards Commission website. To view, go to forms.business.gov.au/smartforms

4.4 NDIS Code of Conduct

Our team is committed to following the NDIS Code of Conduct, ensuring all participants receive safe, respectful, and high-quality supports. To enable us to support you effectively, we ask that you

communicate openly and respectfully with staff, share relevant information, and let us know if anything is not working for you.

Our team will provide support or quality services to participants, their families, and advocates. To enable us to do this, we request that all participants:

- provide complete and accurate information about themselves and their situation
- explain any changes in their health
- inform their staff if they cannot keep an appointment or commitment
- complete consent forms so that we can work with an advocate (if applicable)
- act respectfully and safely towards other people using the service and towards our front-line worker
- provide feedback about the service and advise how services could be improved
- report back to us if you are unhappy with our services or if there is any matter of concern

4.5 Our commitment to participants

In Step Supports Pty Ltd takes a strengths-based, person-centred, holistic approach to care and support, where the participant or their advocate is primary to the decision-making process. Our team will ensure that services are managed respectfully and that we consult participants. When dealing with our stakeholders, we will:

- treat people with respect
- treat participants courteously, fairly and without discrimination
- inform participants of their rights and responsibilities through our orientation process, Easy Read documents and handbooks
- protect personal information
- involve participants in any decisions regarding the services they access
- assist participants in connecting with other services, if needed
- inform how to provide feedback on our services
- ensure participant safety and undertake practices that prevent injury
- assist participants in accessing and using our services
- comply with signed service agreements
- inform participants of their rights and responsibilities
- arrange for an interpreter or other language services, if required
- respect individual views, opinions, personal circumstances and cultural diversity
- provide advice and options regarding other supports and services that may be available
- ensure staff have the appropriate skills and competencies to meet participants' needs
- treat everybody with dignity, fairness and respect, without discrimination or victimisation
- advise how complaints can be made and provide information on how we will respond to that complaint
- provide support and care that recognises and acknowledges individual preferences, choices, interests and capability

- support the right for participants to receive quality care in an appropriate environment, which promotes participation
- give participants a voice in all aspects of their services
- listen and respond to the participant as per the NDIS Workforce Capability Framework
- provide services that meet, or exceed, relevant industry standards such as the NDIS practice standards and quality indicators, NDIS rules, and their charter of rights

We will ensure all staff follow our safeguarding policies, including responding to concerns of abuse, neglect, or exploitation. We will engage participants in decisions about risk and safety, balancing their right to take informed risks with our duty of care. We will provide services that respect cultural identity, lived experiences, and individual needs, including trauma-informed and person-led approaches.

5.0 Related documents

- Participant Handbook
- Complaints and Feedback Form
- Anonymous Complaints and Feedback Form
- Complaints and Feedback Policy and Procedure
- Information Management Policy and Procedure
- Consent Policy and Procedure
- Reportable Incident, Accident and Emergency Policy and Procedure
- Privacy and Dignity Policy and Procedure
- Aboriginal and Torres Strait Islander People Policy and Procedure
- Individual Values and Beliefs Policy and Procedure

6.0 References

- NDIS (Code of Conduct) Rules 2018
- NDIS Workforce Capability Framework
- NDIS (Complaints Management and Resolution) Rules 2018
- NDIS Practice Standards and Quality Indicators 2021
- United Nations Convention on the Rights of Persons with Disabilities
- NDIS (Incident Management and Reportable Incidents) Rules 2018
- NDIS Quality and Safeguarding Framework
- National Disability Insurance Scheme Act 2013