

Customer Engagement

Customer Engagement (Freedom from abuse and neglect) Policy

POLICY STATEMENT

PlanHELP is committed to supporting our customers according to the principles of the NDIS and Australian Consumer Law as follows:

- people with disability have the same right as other members of Australian society to realise their potential for physical, social, emotional and intellectual development;
- people with disability should be supported to participate in and contribute to social and economic life to the extent of their ability;
- people with disability and their families and carers should have certainty that people with disability will receive the care and support they need over their lifetime;
- people with disability should be supported to exercise choice, including in relation to taking reasonable risks, in the pursuit of their goals and the planning and delivery of their supports;
- people with disability should be supported to receive reasonable and necessary supports, including early intervention supports;
- people with disability have the same right as other members of Australian society to respect for their worth and dignity and to live free from abuse, neglect and exploitation;
- people with disability have the same right as other members of Australian society to pursue any grievance;
- people with disability have the same right as other members of Australian society to be able to determine their own best interests, including the right to exercise choice and control, and to engage as equal partners in decisions that will affect their lives, to the full extent of their capacity;
- people with disability should be supported in all their dealings and communications with the NDIA so that their capacity to exercise choice and control is maximised in a way that is appropriate to their circumstances and cultural needs;
- people with disability should have their privacy and dignity respected
- reasonable and necessary supports for people with disability should:
- support people with disability to pursue their goals and maximise their independence;

- support people with disability to live independently and to be included in the community as fully participating citizens and develop and support the capacity of people with disability to undertake activities that enable them to participate in the community and in employment;
- the role of families, carers and other significant persons in the lives of people with disability is to be acknowledged and respected the role of advocacy in representing the interests of people with disability is to be acknowledged and respected, recognising that advocacy supports people with disability by:
 - promoting their independence and social and economic participation;
 - promoting choice and control in the pursuit of their goals and the planning and delivery of their supports and
 - maximising independent lifestyles of people with disability and their full inclusion in the community;
 - people with disability should be supported to receive supports outside the NDIS, and be assisted to coordinate these supports with the supports provided under the NDIS;
 - Innovation, quality, continuous improvement, contemporary best practice and effectiveness in the provision of supports to people with disability are to be promoted;
 - positive personal and social development of people with disability, including children and young people, is to be promoted;
 - planHELP is committed to delivering supports in line with relevant state and commonwealth legislation including:
 - Australian Consumer Law
 - Relevant Fair Trading Laws
 - Privacy Act 1988
 - Australian Standards
 - NDIS Act
 - Work Health and Safety Act 2011
 - (ref: ndis.gov.au)