
P2P Rights and Responsibilities

P2P understands and supports the principles of fairness and human rights in all aspects of service delivery and employment.

P2P is committed to ensuring that anyone who utilizes its services is aware of their Rights and Responsibilities.

Right to be valued

The theory of Social Role Valorisation (SRV) is designed to enable devalued people to experience the same life as others within the community. P2P as an Organisation adopts these principles and practices.

- Personnel have attended training to better understand the rationale behind the theory of SRV.
- P2P's workshops are created and facilitated using the principles of "Person Centred Practice".
- P2P's belief is that devaluing people is wrong, and is proactive in the disability sector to overcome this.
- P2P also supports and encourages people with a disability to have valued roles in the community.

Rights of Participants

P2P's Board of Management and personnel recognise the right of people with a disability and those who support them to receive quality service. Services provided will comply with the Disability Services Act 2006 Part 2 Division 1 and the six Human Services Quality Standards.

Participants have a right to receive a service that is delivered by personnel who are:

- Punctual;
- Knowledgeable and prepared;
- Appropriately dressed;
- Professional.

Participants also have the same basic rights as others in the community to:

- Be supported by P2P or a person of their choice during activities;
- Realise their individual capacity for physical, social, emotional, cultural, religious and intellectual development;
- Receive the best available service, in a culturally appropriate way whenever needed;
- Be respected and treated as an individual;
- Be informed of P2P's referral, eligibility and complaints procedure;
- Be supported by those they choose, including an advocate, during activities or when making a complaint;
- Be assisted to access the services of an interpreter if required;
- Actively participate in decision making in relation to any advice, information or options given, and be able to say 'no' to services if they choose to do so;
- Be free from abuse, neglect or exploitation, including inappropriate language and behaviour;
- Be safe when receiving services;
- Not be discriminated against with regard to sex, ethnic origin, culture, customs, regional differences or disability;
- Raise any issues of concern and access P2P's complaints process, without fear of recrimination;

- Ask questions and appeal a decision;
- Be provided with planning and information that promotes a positive image of people with a disability and those who support them;
- Request a review of their PATH or plan;
- Have personal information remain private and confidential;
- Have access to their file/record, except where such access is prohibited by law;
- Be asked permission before photographs are taken or personal information is shared, and that all material is of a positive nature;
- Withdraw from P2P services at any time, and without prejudice for any future assistance.

P2P acknowledges that any form of abuse or harassment is illegal. The Organisation promotes social and moral rights for Service Users, Members and personnel at all times.

Responsibilities of Participants

P2P believes that the very nature of the service provided entitles personnel to be treated with the same courtesies that P2P extend to its participants. In many instances, personnel of P2P share their own stories and experiences with others, and often give out personal and sensitive information. As such, they have a right to confidentiality and respect. Refer to the Confidentiality of Information Policy.

Language and behaviour that does not show respect, will not be tolerated from both personnel and participants. When exercising their rights, participants must recognise that the Organisation and personnel also have rights.

Participants have a responsibility to:

- Provide accurate information to enable P2P to provide adequate advice and service;
- Raise issues of concern in a timely manner so they can be resolved;
- Use P2P's complaints procedure when an issue arises that cannot be resolved by those present;
- Treat information about P2P personnel in a confidential manner;
- Be considerate of others when attending P2P events;
- Treat information shared by personnel and others at P2P events as confidential;
- Attend any events or appointments prepared and on time;
- Respect the privacy of P2P personnel;
- Contact P2P when they require a review of their plans;
- Ensure their home is safe for P2P personnel to visit, such as keeping animals restrained.