



Accessing P2P

P2P will ensure that access to services occurs fairly and in an ethical and transparent manner.

Services will be provided in a format that is accessible to the individual. All persons accessing the services provided by P2P determine the length of time they wish to use the service. This includes providing information about entry and exit procedures.

P2P's aim is to assist people with a disability and those who support them, to plan for and have choice and control over their future.

Request for service

Requests for information, planning, and/or NDIS services are made by participants or their family contacting the Organisation and outlining their requirements.

In accordance with P2P's objective of self-determination, we request that participants or the person who supports them make direct contact where possible. Service Providers may initially inquire on behalf of a person, however it is preferred that they then provide the person with P2P's contact details.

Which service is right for you?

P2P believes that the person with a disability, and those who support them, best know how their needs can be identified, recorded and met. P2P is strongly committed to ensuring that the participant identifies the type of service they require, and are provided with the appropriate information to make an informed choice.

Your Rights

When P2P personnel receive a request for service they will ensure:

- the person has a clear understanding about the services available;
- advocates, support services and interpreters are involved if requested;
- the person's needs are assessed;
- the person is provided with access to the service, if eligible;
- the person is informed of the reason, advised of their right to appeal, and provided with information about alternative options and a referral to an appropriate agency wherever possible; and
- decisions are consistent and transparent.

P2P will also ensure that:

- its premises and facilities are physically accessible to people with limited mobility or disability;
- services are provided in as flexible a manner as possible to meet the needs of individuals, within current funding;

- Interpreter services are sought for any person requiring this assistance.

Feedback

P2P seeks feedback from those who access their services to identify any barriers or difficulties that may exist.

Members and participants have the right to accept or refuse services being offered at any time. Those who refuse a service, or who choose to end a service, may re-request the service at a later date without fear of discrimination or retribution.

Participants may choose to exit the service at any time and for any reason. Persons wishing to exit the service may do so verbally, via letter or email to the CEO or the President of the Board of Management.

Your Responsibilities

As in all aspects of life, with rights there are also responsibilities.

P2P is a person centred organisation that is committed to providing the best possible support for participants as well as those who support them and our personnel.

Participants and those who support them should be aware that P2P has a duty of care to its personnel. Therefore, it is expected that you will:

- respect confidentiality:
 - personnel may share personal information with you, please do not share that information;
- be on time for appointments or notify P2P if you are going to be delayed or will be unable to attend;
- respect P2P personnel's contact details,
 - personnel may share their personal mobile number with you, use it considerately please;
- be honest as our personnel can only act on what you tell them;
- not use inappropriate language or practice inappropriate behaviour whilst interacting with personnel;
- raise issues of concern in a timely manner so they can be resolved;
- contact P2P if and when you require a review of your plan; and
- access P2P's complaints procedure when an issue arises that cannot be resolved by those present.

Termination of service

If it is necessary to refuse service or withdraw service, P2P will advise the person as soon as they are able to do so. Refusal of service to an individual is only likely to occur when:

- the Queensland Government definition of a disability under the Disability Service Act are not met;
- the request does not fall within the range of P2P's Service Agreement;
- the request falls within the range of, and is better met, by other services;
- the participant is deemed to act in a way that is inappropriate;
- P2P does not have the financial or staffing resources to provide the requested service.

If service has been terminated:

- information may be provided about other avenues of service e.g. Department of Communities;
- the person will be advised that all information being held about the person will remain confidential;
- A Feedback and Complaints form can be submitted via the P2P Website or can be made available in another format on request.

Conflicts of Interest between People with a Disability and those who support them:

P2P acknowledges that in some instances the interests of the person with a disability may conflict with those who support them. If this occurs the interests of everyone involved needs to be taken in context.

P2P recognises the importance of balance, for without that balance, families may become unable to care for, and provide support for, the person with a disability. When timely and accurate information is made available, people with a disability are in a better position to make informed choices. However, it is recognised that conflicts of interest may still occur.

Working with Families:

When working with families of a person with a disability, personnel may openly discuss, when appropriate, the fears that families may have. This encourages families to look at risk-taking for their person. During planning activities, least restrictive alternatives are promoted and safeguards that families may desire may be put in place.