
Quality of Service

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 and the six Human Services Quality Standards specifically Standard 2 - Service Access.

P2P is a person centred, consumer driven, not for profit Organisation. As such, our focus is to ensure that people with a disability and those who support them, have access to a fair and equitable, quality service. We have a responsibility to provide a service that is equitable, non-judgemental, accessible and professional.

Learning

P2P provides a variety of workshops that promote positive partnerships between people, those who support them and professionals. These partnerships enhance the understanding and knowledge of all concerned and benefit all people with a disability, those who support them and the community.

Philosophical Approach

P2P believes in supporting people to have socially valued roles by enhancing their image and competency. When people are seen to have valued roles within the community they are perceived more positively. There is dignity and esteem to be gained from taking risks and succeeding, as well as having the least possible restrictions to personal freedom.

What does that mean:

This means that we will:

- listen and work with you to understand your individual needs.
- be open and honest and follow through on our commitments.
- respond to enquiries in a timely manner, whether they are made verbally, face to face, by phone or via the P2P website.
- deliver workshops that are approved by the CEO and/or the funding body.
- provide Planning processes that are knowledgeable, caring and professional.

Our obligations to you include:

- Being punctual at the workplace, wherever that may be.
- That we will be well prepared, knowledgeable and act in a professional manner.
- Ensuring our work practices are safe and in no way cause physical, emotional or financial harm.

Protection:

The Organisation shall continuously work towards establishing a safe environment for Service Users. We shall take action in response to incidents which affect or have the potential to affect a person's health, safety and wellbeing.

All personnel undergo a Criminal History check, in accordance with Dept. of Communities - Disability Services', requirements.

P2P maintains a register of Criminal History Screening cards to ensure they are current. Without a current card, people are unable to work in the Organisation.

Reputation and Services:

P2P's reputation of providing independent information and support has resulted in us holding a considerable number of funding packages across Queensland. P2P does not provide traditional services. Rather, we enable people to not be tied to one service but to be able to exercise choice and control over the services they acquire with funding.

People with a disability, and those who support them, may request information about how to access advocacy or support to attend a meeting with a professional.

P2P is funded to provide information about the NDIS in a way that is approved and appropriate.

P2P's focus is to empower participants to make decisions and choices about their own lives. In keeping with this principle, it is believed that requests for reviews of planning should come from the participants.

P2P is committed to ensuring that those accessing services are aware that they have the right to lodge a complaint, or to appeal a decision of the Organisation. For further information please refer to the Complaints Statement.

Human Rights

P2P understands and supports the principles of fairness and human rights in all aspects of service delivery. As such, P2P will ensure that service users are provided with an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect and/or exploitation.