
QUALITY – Standard 1 - Empowerment Policy

Purpose of Policy Knoxbrooke supports and encourages people's empowerment in all aspects of their life.

Definitions

Policy People are supported and encouraged by Knoxbrooke to understand their rights and responsibilities.

People are supported and encouraged by Knoxbrooke to exercise their rights and responsibilities.

QUALITY – Standard 1 – Empowerment Procedure

Procedure People understand their rights and responsibilities

Knoxbrooke displays the Victorian Charter of Human Rights and Responsibilities in an accessible format and assists people to understand their rights.

Knoxbrooke will provide information and endeavour to provide this information in an accessible format about:

- The quality of the service the person should expect to receive from Knoxbrooke
- The person's right to an advocate including how to access an advocate
- The person's right to privacy and dignity
- The process for accessing the person's records
- Feedback processes
- Complaint, appeals and allegations processes
- The extent of the person's rights
- The right of each person to be free from abuse, neglect, violence & preventable injury.

Knoxbrooke endeavours to assist people to understand their rights and responsibilities.

People exercise their rights and responsibilities

Knoxbrooke puts into practice the principles of the Victorian Charter of Human Rights by promoting and enacting them within its practices throughout the service.

Knoxbrooke supports people in their choice to use an advocate.

Knoxbrooke has systems in place that ensures people are satisfied with the supports they are provided in exercising their rights and responsibilities.

Knoxbrooke has systems in place to ensure people have a process to follow if they feel that their rights are violated.

Knoxbrooke checks that people are satisfied with the quality of the service they receive.

Knoxbrooke checks that people are satisfied that their privacy and dignity are maintained.

Knoxbrooke's complaints, appeals & feedback systems are easily accessed by all people.

Knoxbrooke checks that people are satisfied with the management of complaints and feedback.

Knoxbrooke checks that people are satisfied with the management of review and appeals. Knoxbrooke has processes in place to respond to allegations of misconduct/abuse in ways that ensures all people are protected from future harm.

Where a person's disability or behaviour requires some restriction of their rights, Knoxbrooke develops implements and regularly reviews Behaviour Support Plans for people who display behaviours of concern. Behaviour Support Plans are developed in a way that always utilises the least restrictive support practice and for the as little time as possible. Strategies are put into place to empower and provide appropriate supports for the person who has some restriction placed on their rights.

Knoxbrooke supports an active and empowered Client Council in all aspects of its functions and Knoxbrooke uses this network regularly to gain feedback.