

Purpose

To provide guidelines for staff members to ensure that the child participant accesses supports that promote and respect their legal and human rights, support their development of functional skills, and enable them to participate meaningfully and be included in everyday activities with their peers.

Policy

The CPEC Board endorses the principles of ensuring that every child participant accesses support and services that:

- promote and respect their legal rights;
- support their development of functional skills;
- provides them skills that they can use in their daily life;
- teach them the activities required to live in their home environment; and
- promote and teach their active engagement in activities so they can participate with their peers.

Procedure

All staff members are required to:

- Complete the on-line NDIS Worker's Orientation Module and provide the completed certificate to the Business and Finance Manager for filing;
- Agree to abide by both the NDIS and Child Safety and Wellbeing Code of Conduct;
- Support the agreed goals that the family and child participant have discussed and formalised in a service agreement with the Intake Coordinator;
- Work to achieve these goals in an agreed timeframe and to record the progress in CPEC's CRM to accurately reflect the child participant's progress;
- Review these outcomes on a regular basis to ensure that they are providing the functional skills required to assist them live life in their usual environments;
- Provide support and training which enables to child to be included in their home, local daycare and kindergarten and school
- Read and comply with CPEC's Legal and Human Rights Policy covering the following aspects:
 - act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions;
 - respect the privacy of people with disability;
 - provide supports and services in a safe and competent manner with care and skill;
 - act with integrity, honesty, and transparency;
 - promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability;
 - take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse; and
 - take all reasonable steps to prevent sexual misconduct.

These actions and provision will be in accordance with the following five principles:

- A. Person-centred Supports
- B. Individual Values and Beliefs
- C. Privacy and Dignity
- D. Independence and Informed Choice
- E. Violence, Abuse, Neglect, Exploitation and Discrimination

A. Person – centred supports

Outcome: Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

1. All therapy support is delivered by AHPRA registered physiotherapists and occupational therapists, and qualified speech pathologists who are members of their professional association. These therapists deliver intervention in accordance with the explicit principles, validated practices and legal requirements of their profession. The rights of the participant always guide the intervention approach and strategies used in everyday therapy sessions. The rights of the participant are further validated and emphasised through practical training and mentoring by senior therapists.
2. Communication with all participants/families about the provision of supports available is in English; with simple English in documentation. CPEC follows the NDIS Service Agreement templates. When required, interpreters are used to ensure that the family/participant clearly understands their rights, as well as all of the services and supports that CPEC can provide. All communication with a new family/participant is managed by an allied health professional who explains service delivery options – tailoring language and explanation to suit the family/participant. The support being offered is outlined in the service agreement signed by the family/participant. Options for renegotiation or cancellation are clearly explained.
3. CPEC encourages parents, other important family members (grandparents/aunts/uncles) and friends to attend information and therapy sessions so that the family/participant's support network is expanded. This decision is controlled by the family/participant. CPEC does focus on the development of the participant's communication as the best way of providing autonomy to the participant and the family moving forward. CPEC provides transition support for family/participant to access community support through services of their choosing, including daycare, kindergarten and school.

B. Individual values and beliefs

Outcome: Each participant accesses supports that respect their culture, diversity, values and beliefs.

1. CPEC welcomes all participants/families regardless of culture, origin, values and beliefs. CPEC staff members are educated to identify & sensitively respond to different ethnicity, culture, values & beliefs. It is the role of the intake co-ordinator to identify any specific culture/diversity/value/belief requirements of the participant/family during initial discussions. These are then documented in the CMS and relevant therapy team members informed.

2. Each participant/family's right to practice their own culture and values while accessing supports is recognised and supported. CPEC is flexible in the support offered to ensure that the family/participant feel comfortable and welcomed during their time at the centre.

C. Privacy and Dignity

Outcome: Each participant accesses supports that respect and protect their dignity and right to privacy.

1. Consistent processes and practices are implemented that protect the participant's dignity and right to privacy, including:
 - Participant sessions are restricted to therapy staff members. Visitors & other staff members are not permitted into therapy sessions unless invited.
 - All visitors must sign in and detail their contact details.
 - Access to a participant's clinical file/notes is restricted.
 - Staff members are briefed on where and how to share confidential participant information.
 - Family/participant consent is obtained for the use of all pictures and videos, taken for clinical documentation, clinical education and training purposes, or for CPEC marketing purposes – multi-media consent.
 - Third party consent – Family/participant consent is requested to share information with other relevant people – doctor, paediatrician and other providers.
2. The participant/family is advised of the confidentiality policy in the family information pack and via the website and is encouraged to ask any questions regarding this policy when talking to the intake co-ordinator, treating therapist or CEO. If required a translator would assist in these discussions.
3. Every participant/family is asked to sign a third party consent form, allowing participant clinical information to be shared between health professionals and other providers and a multi-media consent form, allowing the use of photos and videos for clinical documentation, clinical education and training purposes, or for CPEC marketing purposes – this consent can be varied at any time. Participant/family responses are documented against the participant file in the CMS. The reasons for the collection of personal information are explained in the family information pack.

D. Independence and informed choice

Outcome: Each participant is supported by the provider to make informed choices, exercise control and maximise their independence relating to the supports provided.

1. Active decision making and consultation with the family/participant commences with the intake co-ordinator. This is followed by a 2 to 2½ hour initial appointment with a CPEC senior therapist to determine the participant/family goals and functional outcomes. The senior therapist explains the range of supports offered by CPEC, and makes reference to CPEC's philosophy and aims. The participant/family is encouraged to articulate their priorities and goals for their child. The senior therapist discusses some ways to move forward with those goals.

2. The Intake team determines whether CPEC can meet the specific needs of the participant or whether there are other providers more suitable. CPEC then proposes strategies/ideas to the family/participant in order to consolidate the best way forward to achieve the required goals.
3. CPEC staff members are trained in how to educate the family/participant about risk, outcome and benefit and these are discussed openly with the family. When the family/participant decides not to follow the therapist's advice, this discussion is documented and family/participant's response noted.
4. During all stages of engagement with CPEC, the family/participant's autonomy is respected and encouraged. After the initial assessment and consultation over support and service options, the family/participant choice is supported. CPEC actively engages families in the discussion that teaching their child to communicate (for those children who require AAC) will ensure that every participant can develop their own autonomy.
5. CPEC provides time for the family/participant to consider and review their therapy options and seek advice when required. The family/participant has 2 weeks to return the service agreement to enable the commencement of program support. CPEC and the family is aware that the service agreement can be modified or cancelled at any time.
6. With the permission and at the request of the family, CPEC welcomes any family members and advocates to participate in all relevant meetings or therapy sessions, as appropriate, to discuss the participant's decisions and development. This includes therapists from alternate providers and kindergarten/school/childcare staff members. CPEC considers that support is best provided in a collaborative team environment.

E. Violence, Abuse, Neglect, Exploitation and Discrimination

Outcome: Each participant accesses supports free from violence, abuse, neglect, exploitation or discrimination.

1. CPEC has policies, procedures and practices which actively prevent violence, abuse, neglect, exploitation or discrimination.

Some of these practices include:

- Pre-employment checks for all staff members include police, Working with Children (WWC) and Disability Worker Exclusion Scheme (DWES)
- Compliance with the NDIS Code of Conduct and Worker Orientation Module (WOM) training and completion certificate
- Professionally qualified therapy staff members with ethical standards
- Kid safe policy
- Family booklet information/website
- Service agreement explaining that CPEC does not tolerate abuse
- Complaints process
- Incident management policy and process
- Mandatory reporting requirements
- Emergency procedures in place including a duress alarm for reception

	<h1>The Child Participant Policy</h1>	<p>April 2024</p>
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- Board of Directors and staff members have viewed the NDS Zero Tolerance of Abuse videos
- 2. The use of an advocate of family choice or an independent advocate is outlined in the service agreement, on the CPEC website and in the family handbook and access to an advocate is facilitated where allegations of violence, abuse, neglect, exploitation or discrimination have been made.
- 3. Any allegations or incidents of any nature are taken extremely seriously and handled in accordance with the Incident Management and Reportable Incidents Policy. This policy and its procedures are in accordance with the NDIS Quality and Safeguards Commission. All such allegations or incidents are reported to the Board of Directors for their information and CEO for response and action to resolve/investigate the allegation/incident, and to prevent similar incidents occurring in the future.

Other Policies

- Legal and Human Rights
- PROTECT Policy
- Abuse, Neglect and Exploitation Policy