

Rights of Participants

Collective Pathways understands the importance of upholding the rights of the participants and intends to do so by implementing certain practices to adhere to these rights and responsibilities. Collective Pathways recognises the rights and responsibilities of participants below as per the Australian Human Rights Commission:

- Recognition of Individual Capabilities

Participants are recognised and valued for their unique physical, mental, cognitive, financial, economic, religious, and personal growth capacities.

- Respect and Equality

Participants are treated equally, respectfully, and with compassion, ensuring their specific requirements are met. They are given the freedom to express personal preferences regarding activities, participation, and decision-making.

- Safe and Supportive Environment

Participants are safeguarded from all forms of violence, misconduct, negligence, or isolation. They are supported in their well-being and informed about their personal desires and inclinations.

- Privacy and Confidentiality

Participants' information is handled with the utmost confidentiality and privacy at all times while under the care of Collective Pathways.

- Anti-Discriminatory and Inclusive Services

Collective Pathways operates in a manner that upholds anti-discriminatory principles and supports inclusivity for all participants. Collective Pathways actively supports diverse groups, including:

- Aboriginal and/or Torres Strait Islander communities
- People from culturally and linguistically diverse (CALD) backgrounds
- People living in rural and remote areas
- Those who are financially or socially disadvantaged
- Veterans of the Australian Defence Force or allied defence forces, including their spouses, widows, or widowers
- Individuals who are homeless or at risk of homelessness
- Care leavers
- Parents separated from their children through forced adoption or removal

- People from lesbian, gay, transgender, and intersex (LGBTI) communities

- Participant Empowerment

Participants have the right to exercise personal resilience and freedom, access services that meet their needs, and be supported throughout the process. They are encouraged to consider issues affecting their livelihood and well-being, including the implementation of strategies, services, and facilities provided.

Other Participant Entitlements

- Access to Information and Support

- Participants have the right to obtain information about services, privileges, commitments, facilities, and any associated expenses.
- Participants have the right to access external organisations, resources, and support throughout their time at Collective Pathways.

- Choice, Flexibility, and Control

- Participants are provided with choice and flexibility in their service of care.
- Participants are provided with the opportunity to dismiss care or assistance without retribution or discrimination regarding future services.
- Participants are provided with the option to change providers when required to ensure secure, high-quality care.

- Rights to Representation and Advocacy

- Participants can choose a representative to assist and promote their experiences on behalf of Collective Pathways.

- Quality Care and Skilled Assistance

- Participants have the right to receive help, support, and care provided by sufficiently skilled workers, ensuring exceptional standards of quality and security.

- Complaints and Feedback

- Participants can lodge complaints without fear of retribution and will be supported through the process. Please refer to the Feedback and Complaints Policy and Procedure for the details of the procedures.

Expectations from Participants

In alignment with legislative requirements, Collective Pathways sets clear expectations for its participants to ensure a respectful, safe, and inclusive environment. These expectations promote active engagement, responsible behaviour, and effective collaboration, supporting the delivery of high-quality care and services. Collective Pathways expects its participants to:

- Advise Collective Pathways if assistance or support is no longer needed
- Notify workers of any developments with the participant's conditions and desires
- Be courteous and respectful to workers as well as other participants
- Regard others' freedom, like their privacy rights and confidentiality
- Value the integrity and human morality of its workers and other participants
- Notify workers of any developmental, welfare, requirements and physical condition concerns that may affect assistance provided to participant
- Engage constructively in the creation, delivery and analysis of support services targeting people
- Take accountability for any selections and the consequences of any choices they have made
- Make any payments and expenses related to the delivery of your service promptly or when requested.