

# Disability Services

## Your Rights and Responsibilities

It is important to us that you know and understand your rights and responsibilities.

### Your Rights

- To receive the supports to meet your needs
- To be communicated with openly and honestly
- To be treated with courtesy and respect
- To have a say in all the decisions that affect you
- To make choices and have control over your life, including trying new things and taking risk sometimes
- To complain without fear of being in trouble or not getting the needed support
- To be listened to and have problems resolved quickly
- To be informed of changes in appoint/service times
- To have your privacy and personal information protected
- To access information held about you
- To choose a 'person responsible' for us to contact about your care
- To be safe and free from discrimination

### Your Responsibilities

- To treat our staff with courtesy and respect
- To accept responsibility for your actions and decisions
- To talk to us if you have any concerns about the supports being provided
- To tell us if the agreed support has not been provided
- To tell us if you cannot make an appointment
- To not smoke while our staff are providing you with support
- Tell us in writing if you need to end the Service Agreement
- Maintain, repair and replace (where required) any product or equipment that is hired or purchased under our Service Agreement
- Use any product or equipment provided by us according to the instructions
- Let us know immediately if your NDIS Plan is suspended or replaced by a new NDIS Plan or you stop being a participant in the NDIS

If you have any questions about your rights and responsibilities please speak with your Service Advisor.