

Rights and Responsibilities

Your rights and responsibilities

- Have all our staff treat you with respect.
- Be free from any form of abuse.
- Access an advocate for any issue you wish and to have the advocate raise issues on your behalf.
- Have reasonable standards in how support is provided to you.
- Tell us if the support we provide you is not as good as you expected.
- A reply to any feedback you give us.
- Having any issue you raise with us addressed quickly and fairly.
- Having your shifts covered by staff with the right skills to support you.
- Be informed as soon as possible if there needs to be a change in how or who is providing you support and why.
- Your support staff starting their shift with you at the agreed time.
- Having your Support Plan reviewed together with you regularly.
- Having your support provided to the agreed Service Agreement and Support Plan.
- Your guardian being informed as soon as possible if you are injured or become ill, if there has been an incident that puts you directly at risk.
- Expect us to comply with legal requirements and standards of care.

You have a right to privacy

We collect information about you that will help our staff support you and keep you and others safe. Your privacy is important. You have the right to:

- Have your information protected and kept private and confidential.
- Know who your information is being shared with.
- Tell us what information we can share with others.
- Change information you wish to share with others at any time. You just need to let us know.
- Look at information we hold about you unless the law tells us we can't show you.
- Have information about you that is wrong, corrected.

You have a responsibility to:

- Treat our staff with respect.
- Understand that we need to document how support is progressing. Documentation keeps you and our staff safe.
- Let us know if you need to cancel support as soon as possible at least 24 hours in advance. Unless you have become sick or it's an emergency, we may need to charge you for support cancelled with less than 24 hours' notice.
- Pay any invoices that you are directly responsible for by the due date. Non-payment of support could result in us having to suspend support until payments are made.

Our rights. We have the right to:

- Expect our support staff are kept safe.
- Let you know if the support you ask for is not part of the Service Agreement you have signed.
- Ask you to keep some information about the support you need at your home if applicable.
- Ask you to discuss any concern or changes to your roster or your support needs with your coordinator, not your support workers.
- Let you know if any of your decisions could affect our ability to support you.