As an individual, you have many rights.

Satellite Support Services will support and assist you in identifying and exercising these rights to help you to achieve your goals.

Satellite Support Services adopts a policy of non-discrimination regarding eligibility and entry to our services, and when providing support services to you.

## Your Rights

You have the right to:

* Access supports that promote, uphold, and respect your legal and human rights
* Exercise informed choice and control to maximise independence.
* Freedom of expression, self-determination and personal decision-making.
* Access supports that respect your culture, diversity, values and beliefs.
* A support service that respects your right to privacy and dignity.
* Be supported to make informed choices which will maximise independence.
* Receive supports that are free from violence, abuse, neglect, exploitation or discrimination.
* Receive supports which are overseen by strong operational management
* Receive services which are safeguarded by informed and compliant risk and incident management systems.
* Receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports.
* Advise consent to the sharing of information between providers during the transition.
* Opt-out of providing information to government bodies, e.g., NDIS audit.

## Your Responsibilities

As an individual receiving our support services, there are a few important things that we ask of you. The information below explains your responsibilities when using our services.

We ask that you:

* Respect the rights of staff workers, to ensure their workplace is safe and healthy and free from harassment.
* Abide by the terms of your agreement with us
* Understand that your needs may change, meaning your services may need to change.
* Accept responsibility for your actions and choices, even though some decisions may involve risk.
* Tell us if you have problems with the care or service you are receiving from us.
* Provide us with enough information to develop, deliver and review your support plan.
* Care for your health and well-being as much as you are able.
* Provide us with information that will help us to meet your needs.
* Provide us with a minimum of twenty-four (24) hours' notice if you need to cancel your service.
* Remember that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
* Participate in the safety assessment of your home.
* Ensure your pets are controlled during service provision.
* Provide a smoke-free working environment.
* Pay the agreed amount for the services provided.
* Tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services.
* Inform a staff member (when asked) if you wish to opt-out of providing your information to government bodies like the NDIS.

## Our Responsibilities

Satellite Support Services will:

* Provide the supports that meet your needs at your preferred times.
* Regularly review the provision of your supports with you.
* Communicate openly, honestly and promptly.
* Treat you with courtesy and respect.
* Discuss with you all decisions regarding your supports and how they are being provided.
* Listen to your complaints and feedback and address any problems that may arise.
* Provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment.
* Keep your personal information confidential.
* Implement policies and procedures to ensure your safety and the safety of others during service provision.

## NDIS Code of Conduct

Satellite Support Services employees follow the NDIS Code of Conduct by:

* Acting with respect for your rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions.
* Respecting your privacy.
* Providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency.
* Promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you.
* Taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse towards you.
* Taking all reasonable steps to prevent sexual misconduct towards you.