

Case Managers Australia

STATEMENT OF RIGHTS

Case Managers Australia respects and fully commits to upholding the human rights of all people.

Case Managers Australia respects and fully commits to upholding the rights of its clients, as set out in the Disability Inclusion Act 2014 (NSW) and the Disability Inclusion Regulation 2014 (NSW) and the NDIS Practice Standards.

Case Managers Australia is committed to ensuring you, our client (children, adults, family members, carers and guardians), are aware of your rights and responsibilities and can be confident in exercising them.

You have the right to:

- Respect for your inherent individual human worth and dignity
- Be treated with courtesy, dignity and respect including respect and appropriate response and supports for your cultural needs and choices. We can assist with interpreters or access to cultural supports in your preferred location
- Realise your individual capacity for physical, social, emotional, cultural, religious and intellectual development
- Recognition of your individual autonomy and independence, including your right to dignity of risk and the freedom to exercise choice and have control over your life, to have the time you need to consider options to make decisions that affect your life.
- Access to advocacy support when considering options, making choices or decisions, or making a complaint. We can assist you to source advocacy services in your preferred location
- Right to make a complaint, to be heard and to have your complaint investigated and receive a response in a timely manner. Please note that the staff and this organisation have a responsibility to apply the NDIS (Complaint Management and Resolution) Rules 2018. This means we may be compelled, based on the nature of your complaint, to report to the NDIS Quality & Safeguards Commissioner.
- Live a life free from abuse, neglect or exploitation. Please note that the staff and this organisation have legal responsibilities for mandatory reporting of knowledge or suspicion of abuse and neglect towards vulnerable people. This includes police, children's services, and compliance with the NDIS (Incident Management and Reportable Incident) Rules 2018. (and other relevant state reports). You will be

included and consulted in the management of any incident that may occur in our care.

- Privacy and confidentiality and access to all personal information kept by us about you. No personal information about you will be shared with others without your explicit and written consent other than in the situations described above.
- Be assessed for service access in an equitable, non-discriminatory way, according to your needs
- Be consulted about your needs and preferences. We will encourage you to participate actively in decisions affecting your life, including all decisions made about your care and the development of our policies, programs and services

· Information about:

- § available services and service options within our organisation and with other service providers
- § the services to be provided and any associated costs
- § conditions that may apply to the services being provided
- § how to make a complaint to us and to external agencies, and
- § your legal rights, entitlements and obligations under the *Disability Inclusion Act 2014*

You have a right to receive services:

- § That are appropriate, safe, of a high quality, are culturally relevant and adapt to your ongoing needs and goals.
- § In a way that results in the minimum restriction of your rights and opportunities and
- § In a safe, accessible environment appropriate to your needs
- § Have information necessary to support your rights in ways that are appropriate and have regard to your disability and cultural background

You also have a right to:

- Have services and supports provided by appropriately qualified staff
- Change service providers and receive support in doing so

- Have a person of your choice support and advocate on your behalf in your interactions with us
- Refuse a service or support without prejudicing your future access to services; and
- Pursue any complaint about your service provision without fear of retribution and receive support to pursue complaints.

Your Responsibilities

We expect that you will:

- Respect the human worth and dignity of staff and other clients
- Treat staff and other clients with courtesy and respect
- Respect the rights of others including clients and staff and their right to confidentiality and privacy
- Accept responsibility for your choices and the results of any decisions you make
- Play your part in helping us to provide you with services by informing us of your support needs and any health, behavioural or wellbeing concerns or changes as they occur
- Participate in decisions about and cooperate with strategies, environments and equipment use that protects the safety of staff working with you
- Proactively participate in the development, implementation and review of your support plans
- Communicate any changes in your circumstances and needs to staff
- Promptly pay any fees and charges associated with the provision of your service
- Inform us as early as possible when support is not required. Please note that you will be charged for booked services where less than 24 hours notice is provided.

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