

Charter of Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. my independence;
8. be listened to and understood;
9. have a person of my choice, including an advocate, support me or speak on my behalf;
10. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
11. personal privacy and to have my personal information protected;
12. exercise my rights without it adversely affecting the way I am treated.

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Consumer Responsibility

Working with iThriveOT/signing SA, you are acknowledging that you:

- will pay invoices for services provided
- Inform iThriveOT with any planned changes to the service provided or the SA.
- Inform iThriveOT of any plan changes or funding changes
- Agree to pay any debt collection costs incurred by iThriveOT Pty Ltd in the event it is required to recover any outstanding debt on the participants account

Provider Responsibility

- Keep Consumers up to date with iThriveOT service provision
- Notify Consumers of appointment times and planned changes
- Adhere to the Charter of rights as outlined by iThriveOT Pty Ltd