



CLIENTS RIGHTS AND RESPONSIBILITIES

At Atypical Solutions TM Pty Ltd, we respect and uphold your rights to:

Quality Support

- Receive high-quality support that meets your individual needs
- Access services that respect your identity, culture, and diversity
- Participate in communication and programs
- Have your support delivered by qualified and respectful staff
- Experience a safe and inclusive environment

Choice and Control

- Make decisions about your support and daily activities
- Choose who is involved in your support
- Select or change your support workers
- Participate in program planning and review
- Access our supports in a way that suits you

Privacy and Confidentiality

- Have your personal information kept private and secure
- Choose what information is shared and with whom
- Access your personal information upon request
- Have your dignity respected at all times

Fair Treatment

- Be treated with respect and dignity
- Be free from discrimination, exploitation, abuse, harm, neglect, and violence
- Receive support free from sexual, physical, and emotional abuse
- Access our LGBTQIA+ inclusive and culturally safe environment

Communication

- Receive information in a way you can understand
- Access interpretation when needed
- Have your communication preferences respected
- Receive timely responses to your queries and concerns

YOUR RESPONSIBILITIES

As a valued participant at Atypical Solutions TM Pty Ltd, we ask that you:

Respect Others

- Treat staff and other participants with courtesy and respect
- Respect the rights and privacy of others
- Follow our Child Safe Organisation principles
- Respect the farm environment and animals

Communication

- Provide accurate information about your needs and preferences
- Inform us of any changes to your support needs
- Give reasonable notice if you need to cancel or change appointments
- Let us know if you have any concerns about your support

Safety

- Follow health and safety guidelines
- Inform staff of any safety concerns
- Follow staff instructions to the best of your ability
- Respect animal handling protocols

Participation

- Attend scheduled supports as agreed
- Actively participate in your support planning
- Work towards your identified goals
- Provide feedback to help us improve our services

Payment and Administration

- Pay agreed fees on time
- Provide current NDIS plan information when relevant
- Keep your contact details up to date
- Give appropriate notice for cancellations

MUTUAL COMMITMENT

Together, we commit to:

- Working collaboratively towards your goals
- Maintaining open and honest communication
- Creating a supportive and inclusive environment
- Respecting each other's rights and responsibilities
- Continuously improving our service delivery

If you need support understanding this document or would like it in a different format (including Auslan), please contact us at admin@atypicalsolutions.com.au or call 1300 367 775

This document is reviewed annually to ensure it continues to meet the needs of our community and aligns with NDIS Practice Standards.