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# PARTICIPANTS RIGHTS

## WHAT YOU SHOULD EXPECT

### **Person-centered supports and practices:**

- We work in partnership with you with a clear focus on your needs and preferences
- The provision of supports is responsive to your needs and preferences
- We engage with your family, friends and communities as directed by you

### **Your individual values and beliefs:**

- We have awareness and respect for your culture, diversity, values and beliefs
- We adapt our service to meet your needs in accordance with your values and beliefs

### **Dignity and privacy:**

- Our service is delivered in a respectful way
- We value your personal information and the information you share with us
- We abide by our privacy policy to ensure your information is secure
- We request your consent to share and/or obtain information from others

### **Access supports free from violence, neglect, abuse or exploitation:**

- We have policies, procedures and practices to protect you from experiencing violence, neglect, abuse or exploitation including staff training and incident management procedures
- We can provide information and support to find an advocate to help you if you are experiencing violence, abuse, neglect or exploitation (refer to Important Contacts page – the Disability Advocacy Finder)
- Refer to the Important Contacts page – for the National Disability Abuse and Neglect Hotline 1800 880 052

### **Independence and Informed choice:**

- We provide information and answer any questions (in your preferred method of communication) to help you decide whether to use a service (including ours);
- We explain the benefits and risks of service options under consideration;
- We respect your autonomy and right to intimacy and sexual expression;
- We give you time to consider options before making decisions;
- We encourage you to have an advocate and support you to find one