

All people who use our services have the following rights:

- To be treated politely and with respect
- To receive services in reasonable privacy
- To be given clear information
- To bring an advocate to assist you to express your needs
- To be informed about services available and any expected waiting times
- To take part in planning your supports and to be informed of any changes
- To use an interpreter at no cost
- To be informed of any relevant fees or charges for supports and services before you commence with ConnectAbility Australia
- To expect that no information about you will be given to anyone not involved in your supports and service without your written consent, unless required by law
- To see what is written by staff in your ConnectAbility Australia record or file
- To seek a second opinion or access a complementary service, and to receive assistance and advice on how to do this
- To make a complaint about ConnectAbility Australia or your supports – see over the page.

Things you should know about our service

- Information in your file will be entered on a computerised database, and some information is sent to government agencies (e.g. ADHC, NDIA) as part of funding contract agreements and legislation. The purpose of sending this information is to improve the planning and delivery of services.
- This information is kept confidential and **CANNOT** and **WILL NOT** be matched against Centrelink or Medicare records.
- Your privacy will be protected at all times, and any information that is sent electronically will be de-identified to make doubly sure that the information you provide is private and confidential.
- You may be asked to take part in a survey about the service we have provided.
- Your ConnectAbility Australia record or 'file' may be opened (but not read) and checked to ensure staff are following correct procedures, by other authorised personnel during file audits.
- ConnectAbility Australia reserves the right to change or cancel services, and the reason for the change

All people who use our services have the following responsibilities:

- To provide information about your needs so supports can be provided to best meet these needs
- To give information that assists in the provision of your support and service
- To ask about any aspect of your supports and service about which you are unclear
- To treat staff, volunteers and students politely and with respect
- To inform ConnectAbility Australia, in advance, when you do not require supports
- To cancel your supports if you are unwell (it is also recommended that any family members who are unwell not be brought to ConnectAbility Australia)
- To inform the service if you are currently seeing another similar service
- To follow the support plan or service level agreement that you have developed and agreed to
- To promptly pay any accounts and charges as agreed
- To take appropriate care of any equipment on loan to you from ConnectAbility Australia and to use it in accordance with instructions provided by the member of staff
- To assist staff to comply with Work Health & Safety legislation in order to provide a safe environment for all who use the facilities at the ConnectAbility centre or when staff visit your home

How to make a Complaint to ConnectAbility

If you are not happy with the service you receive, you have the right, and the responsibility, to make a complaint.

All complaints will be dealt with in a fair, timely and effective manner. To make a complaint, speak to the member of staff providing you with a service, or go to the ConnectAbility Australia website at:

www.connectabilityaus.org.au (Go to the Contact TAB and click on Feedback)

Alternatively you can phone ConnectAbility Australia on:

4962 1000 or write to us at:

P.O Box 225, Islington 2296.

I _____ acknowledge I have been provided information on my rights and responsibilities as a person using ConnectAbility Australia supports and services.

Signature: _____

Date: _____

Name: _____