RIGHTS AND RESPONSIBILITIES FACT SHEET

REF No. SP-DOC-002

As an individual using our services, you have rights that you should be aware of. We recognise your rights and are here to support and assist you in exercising these rights in achieving your goals.

You have the right to

- access supports that promote, uphold and respect your legal and human rights
- exercise informed choice and control, self-determination and decision-making
- access supports that respect your culture, diversity, values and beliefs
- access supports that respect and protects your dignity and right to privacy.
- be supported to make informed choices, exercise control, self-determination and decision-making.
- access supports free from violence, abuse, neglect, exploitation or discrimination.

We have a responsibility to

- provide you with sufficient information about our services and any terms of use
- tell you about and uphold your rights
- treat you fairly, with courtesy, dignity and respect and without discrimination
- support you to make informed choices, exercise control and maximise your independence in relation to the supports we provide
- respect your autonomy, including your right to privacy, intimacy and sexual expression
- involve you in decisions about your supports, as well as our programs and policies
- support you to engage with your family, friends and chosen community in the ways you want to
- support you to access an advocate (including an independent advocate) of your choosing
- provide you with sufficient time to consider and review your support options and seek advice if required, at any stage of our service delivery
- provide safe and appropriate services that are culturally relevant and support your needs and goals
- protect your personal information and only use it for the right reasons
- support you to provide us with feedback on our service, including complaints
- promptly address enquiries and complaints about the supports you are receiving.

Your Responsibilities

As our participant, we ask that you:

- respect other people's rights to a safe, secure, and comfortable environment.
- treat other Participants, staff and volunteers with fairness, honesty and respect.
- respect other people's rights to privacy and confidentiality.
- be involved developing your support plan by telling us how you wish your supports to be delivered.
- provide accurate information and keep us informed of changes to your personal information.
- ensure that your behaviour is respectful of our property and does not create a hazardous or disruptive environment for you, our workers, or other participants
- provide us with feedback about our service and how we can work better.

How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Fairhaven services. If you aren't happy about something talk directly to a worker or ask to speak to a more senior staff member. If that person does not fix the problem or you do not want to talk to that person, then you can make a formal complaint to our People and Culture Manager:

In writing:	**209 Brisbane Water Drive Point Clare NSW 2259**
Phone:	**(02) 4349 5500**
Email:	**AskHR@fairhaven.org.au**
Website:	**https://fairhaven.org.au** visit the website and fill out the "*Tell Us What You Think*" Form.

A complaint can also be made to the NDIS Commission by:

- Phoning: **1800 035 544** (free call from landlines)
- or **TTY 133 677.** Interpreters can be arranged.
- National Relay Service and ask for **1800 035 544.**

This Fact Sheet is a summary of our Promoting and Protecting Human Rights Policy. If you would like a copy of the policy, please contact the People and Culture Manager: Phone: (02) 4349 5500 Email: AskHR@fairhaven.org.au