

FACT SHEET PROGRAM FEES FAQ

Your Rights

Auslife Disability Care has a commitment to ethical practice and supports our participants' rights to:

- Participate in community life.
- Be treated fairly and with respect.
- Receive quality services that are good value for money.
- Make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of Auslife Disability Care.
- Change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services.
- Receive information in a format that is clear and that makes sense to you.

Auslife Disability Care has a range of fact sheets and summary information about Participants Rights including this document, plain English policies, complaints fact sheets and information in community languages all of which are available to you. Auslife Disability Care is able to tailor information to meet the specific individual communication needs of service participants.

Your Responsibilities

In receiving services from Auslife Disability Care we appreciate your assistance through:

- Open communication with Auslife Disability Care to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports.
- Informing Auslife Disability Care as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided.
- Informing Auslife Disability Care if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a participant in the NDIS.
- Respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect and courtesy.
- Refraining from offering gifts to staff members or making loans of money or goods and abiding by Auslife Disability Care's policy on smoking and refraining from smoking near staff.
- Taking reasonable care to not damage property or assets of Auslife Disability Care.
- Notifying Auslife Disability Care within the required notice period if a service is no longer required (either in a one-off or ongoing basis).

You can give us feedback by visiting our website www.auslifecare.com.au.

