As an individual, you have many rights.

Your Care Hub will support and assist you in identifying and exercising these rights to help you to achieve your goals.

Your Care Hub adopts a policy of non-discrimination regarding eligibility and entry to our services, and when providing support services to you.

## Your Rights

You have the right to:

* access supports that promote, uphold, and respect your legal and human rights
* exercise informed choice and control to maximise independence
* freedom of expression, self-determination and personal decision-making
* access supports that respect your culture, diversity, values and beliefs
* a support service that respects your right to privacy and dignity
* be supported to make informed choices which will maximise independence
* receive supports that are free from violence, abuse, neglect, exploitation or discrimination
* receive supports which are overseen by strong operational management
* receive services which are safeguarded by informed and compliant risk and incident management systems
* receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports
* advise consent to the sharing of information between providers during the transition
* opt-out of providing information to government bodies, e.g. NDIS audit.

## Your Responsibilities

As an individual receiving our support services, there are a few important things that we ask of you. The information below explains your responsibilities when using our services.

We ask that you:

* respect the rights of staff workers, to ensure their workplace is safe and healthy and free from harassment
* abide by the terms of your agreement with us
* understand that your needs may change, meaning your services may need to change
* accept responsibility for your actions and choices, even though some decisions may involve risk
* tell us if you have problems with the care or service you are receiving from us
* provide us with enough information to develop, deliver and review your support plan
* care for your health and wellbeing as much as you are able
* provide us with information that will help us to meet your needs
* provide us with a minimum of twenty-four (24) hours' notice if you need to cancel your service
* remember that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
* participate in the safety assessment of your home
* ensure your pets are controlled during service provision
* provide a smoke-free working environment
* pay the agreed amount for the services provided
* tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services
* inform a staff member (when asked) if you wish to opt-out of providing your information to government bodies like the NDIS.

## Our Responsibilities

Your Care Hub will:

* provide the supports that meet your needs at your preferred times
* regularly review the provision of your supports with you
* communicate openly, honestly and promptly
* treat you with courtesy and respect
* discuss with you all decisions regarding your supports and how they are being provided
* listen to your complaints and feedback and address any problems that may arise
* provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment
* keep your personal information confidential
* implement policies and procedures to ensure your safety and the safety of others during service provision.

## NDIS Code of Conduct

Your Care Hub employees follow the NDIS Code of Conduct by:

* acting with respect for your rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
* respecting your privacy
* providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
* promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
* taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse towards you
* taking all reasonable steps to prevent sexual misconduct towards you.