

Clients Rights & Responsibilities

COMMUNITY
LIVING
AUSTRALIA



Our Promise to You

Together We Achieve

As a leading South Australian disability services provider, your rights and responsibilities details our commitment to deliver quality services and support your individual goals and dreams.

We will work with you to provide you with the highest quality of service, listen to your needs and work with you to access the services of your choice.

What we will do:

- Make it easy for you to communicate with us.
- Help you to access and use our services.
- Keep you informed about your rights and responsibilities.
 - You have the right to have your legal and human rights respected.
 - You have the right to expect us to do the things we say we will do, like getting back to you when we say we will.
 - You have the right to expect us to be polite and respect your views, opinions, personal circumstances and cultural beliefs.
 - You have the right to expect us to protect your personal information and only use it for the right reasons with your consent
 - You have the right to expect us to provide you with advice on other supports and services that may be available.
 - You have the right to expect us to provide staff that have the appropriate skills and training to meet your daily living needs.
 - You have the right to expect us to involve you in decisions about the services you receive.
 - You have the right to expect us to inform you how you can give feedback or make a complaint and provide information on how we will respond to that feedback/complaint.
 - You have the right to expect us to provide support and care that recognises and acknowledges each person's preferences, choices, interests, cultural and sexual preferences and capability.
 - You have the right to expect us to support your rights to receive quality care and support in an appropriate environment with you at the centre of all decision making.
 - You have a right to use an advocate that promotes, protects and ensures you receive full and equal enjoyment of all Human Rights
 - You have the right to expect us to provide services that meet relevant industry standards such as the National Standards for Disability Services, the Charter of Rights and Responsibilities, the Code of Conduct of the NDIS Quality and Safeguarding Commission and its practice standards and with our Code of Conduct, policies and procedures.