

Your rights and responsibilities

At ConneXtions, we will listen to you and work with you. By working together, you will receive the best service possible.

You have a right to be treated well, to participate fully and to speak out. If we fail to do this, or treat you badly, you have the right to complain.

Your rights

Your right to be treated well

- We will treat you with respect and dignity
- We will treat you fairly and speak honestly
- We will protect your personal information and only use it for the right reasons
- We will provide good quality services that suit your needs, age, lifestyle and cultural background

Your right to speak out

- You have the right to complain about our service.
- You have the right to a reply as quickly as possible
- If you are still not happy, you have the right to complain again, or to contact the NDIS Commission.

Your right to participate

- You have the right to a safe and comfortable place to use the service
- You have the right to make choices and decisions about the services you receive
- You have the right to the information you need to make good choices
- You have the right to have someone help you make the best choices, such as an advocate or support person
- You have the right to get help accessing services in the community

Your responsibilities

You can help

- Make sure to update your contact information as it changes
- Keep your appointments, or let us know if you can't
- Choose someone to support you make decisions - an advocate, friend or family member
- Treat other people with fairness, honesty and respect
- Respect other people's right to a safe and comfortable environment
- Respect other people's right to privacy and confidentiality
- Give us honest feedback about your services

It's OK to complain

Contact ConneXtions

Speak to your support worker or coordinator, or contact us:

Ph: (02) 6024 2460

Email: feedback@connextions.org.au

Web: www.connextions.org.au

Make a complaint to the NDIS Commission

The NDIS Commission is an independent agency that regulates NDIS supports and services.

Ph: 1800 035 544 (free call from landlines) or TTY 133 677.

National Relay Service: ask for 1800 035 544

Web: www.ndiscommission.gov.au/complaints

Enlist the help of an advocate

The National Disability Advocacy Program is a free service helping you work with an advocate.

Ph: 1800 643 787

Email: disability_advocacy@dss.gov.au

Web: www.dss.gov.au/disability-advocacy

This information is part of our Participant Rights and Responsibilities Policy. A full copy of the policy is available upon request.



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