



## FEELS LIKE HOME SUPPORT SERVICES

# CORE MODULE: NDIS PARTICIPANTS CHARTER

Legal name: Feels Like Home Support Services Pty Ltd

Business/trading name: Feels Like Home Support Services

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## NDIS PARTICIPANTS CHARTER

Feels Like Home Support Services is committed to upholding the rights of all participants. Feels Like Home Support Services commits to upholding the rights of its participants, as set out in the Charter of Human Rights and Responsibilities Act 2006.

### Participant Rights

Participants have the right:

- To be treated with courtesy, dignity, and respect.
- To be respected for your individual human worth and dignity.
- To realise your individual capacity for physical, social, emotional, cultural, religious, and intellectual development.
- To live a life free from abuse, neglect, or exploitation.
- To recognition of your individual autonomy and independence, including your right to dignity of risk and the freedom to exercise choice and have control over your life.
- Privacy and confidentiality, and access to all personal information kept about you by our company.
- To be assessed for service access in an equitable, non-discriminatory way, according to your needs.
- To participate actively in decisions affecting your life, including all decisions made about your care.
- To receive services that are appropriate, safe, of a high quality, are culturally relevant and adapt to your ongoing needs and goals.
- To make a complaint to our company and to external agencies and legal rights, entitlements, and obligations under the Disability Act.
- To have services and supports provided by appropriately qualified staff.
- To change service providers and receive support in doing so by our company.
- To have a person of your choice support and advocate on your behalf in your interactions with our company.
- To refuse a service or support without prejudicing your future access to services with our company.
- To pursue any complaint about your service provision without fear of retribution and receive support to pursue complaints.

### Participant Responsibilities

- Treat staff and other participants with courtesy and respect.
- Respect the human and legal rights and dignity of staff and other participants.
- Be responsible for your choices and the results of any decisions you make.
- Proactively participate in the development, implementation, and review of person-centred support /care plans.
- Communicate any changes in your circumstances and needs to staff.
- Promptly pay any fees and charges associated with the provision of your service.
- Inform the company as early as possible when support is not required.