RIGHTS AND RESPONSIBILITIES STATEMENT

We are here to support you to achieve your goals as part of your team. Our team has the right attitude and approach to ensure you get the support you need. We offer flexible and personalised supports that adapt to your needs and preferences. We are with you every step of the way.

Together we will create meaningful goals and develop a plan to achieve them. We will check in with you at different milestones, and track our progress, to ensure you are on track to achieve what you set out to do. This Statement tells you what you can expect from Quality Health care and our staff. It also tells you what you, your family, representatives or carers can do to help us provide you with the best service possible.

##### Quality Health Care is committed to ensuring all people who use our services have adequate information about their rights and responsibilities when dealing with us.

Your Rights with Quality Health Care

* You have the right to respectful care and service, regardless of race, gender, gender identification, social status or sexual preference.
* You have the right to privacy and confidentiality.
* You have the right to express your ideas and opinions without fear of ridicule or retribution.
* You have the right to be informed about what services are available in the language of your choice.
* You have the right to make choices about what services you will receive.
* You have the right to modify your consent at any time.
* You have the right to an advocate of your choice.
* You have the right to complain about the services you are receiving.

What You can Expect from Quality Health Care

* Deliver supports to you at the times, frequency and duration as defined in the Support Schedule
* Provide supports that comply and are consistent with relevant laws, including the National Disability Insurance Scheme Act 2013 and rules, and the Australian Consumer Law
* Regularly review the effectiveness of the Support Schedule and your satisfaction with our service
* Update you on the charges QHC makes to your support package and provide you with regular updates on the remaining support hours within your package
* Listen to your feedback and resolve problems quickly
* Protect your privacy and confidential information
* treat you with courtesy and respect;
* give you information about managing complaints or disagreements;
* listen to your feedback and resolve problems quickly;
* provide you with friendly and timely service
* ensure that the information we provide you is accurate and in plain English
* refer you on to other agencies if we are unable to help you directly
* use your feedback to improve our services

What We Expect from You when Using Quality Health Care Services

* Keep Quality Health Care informed about your support needs and preferences and advise us of changes to your circumstances
* Treat Quality Health Care staff respectfully
* Talk to Quality Health Care if you have any concerns about the supports being provided
* Give Quality Health Care the required notice if you need to end your service
* Not to engage our staff outside of work for any reason
* Let Quality Health Care know immediately if your NDIS plan is suspended or replaced by a new NDIS plan or you stop being a participant in the NDIS.
* To advise QHC if you are unable to attend an appointment or if you are unable to be at home when a service has been arranged.
* Provide us with accurate information, openly and honestly
* Provide feedback about the quality of our service so we can continue to meet your needs

If you would like to receive a copy of Quality Health Care’s Rights and Responsibilities Policy, you can request it from the QHC Office. The Policy is available in hard copy on request, and contains detailed information about QHC's responsibilities, your rights, and the information that may be collected by QHC and how it would be used.