



Rights and Responsibilities

Policies & Procedures

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RIGHTS AND RESPONSIBILITIES

Scope

This Policy applies to all 123 Support Services Participants and staff members.

Your Rights

123 Support Services has a commitment to ethical practice and supports all our Client's rights to:

- participate in community life;
- be treated fairly and with respect;
- receive quality services that are good value for money;
- make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of 123 Support Services;
- change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services; and
- receive information in a format that is clear and that makes sense to you.

Your Responsibilities

In receiving services from 123 Support Services, we appreciate your assistance through:

- open communication with 123 Support Services to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports;
- informing 123 Support Services as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided;
- informing 123 Support Services if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a Participant in the NDIS;
- respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect and courtesy;
- refraining from offering gifts to staff members or making loans of money or goods and abiding by 123 Support Services' policies and procedures;
- taking reasonable care to not damage property or assets of 123 Support Services; and
- notifying 123 Support Services within the required notice period if a service is no longer required (either in a one-off or ongoing basis).

Further Advice or Assistance

Further advice and information can be obtained from the:

» 123 Support Services' Complaints Handling Officer:

- by phoning: 07 4361 6848;

- by emailing: admin@123supports.com

Effectiveness and Review

The Director will review this Policy and Procedures document each 12 months on the anniversary of its approval.