

Participant Rights & Responsibilities Statement – C15

Participants have the right to:

- be treated with dignity and respect at all times
- be treated fairly and without bias, regardless of gender, religion, disability, cultural and linguistic background or age
- privacy and confidentiality
- their individuality
- information regarding the services they access with us, and support to access other services in the community
- to be an active participant in their own services
- make informed decisions and choices about their services, and about their lives overall
- have services delivered in a safe, secure and comfortable environment
- provide feedback or raise a complaint or issue about us and to have that addressed in a timely and appropriate manner
- have a support person/advocate/representative of their choice to with them in matters relating to their support

Participants have a responsibility to:

- treat staff with fairness, honesty and respect
- respect other participants, including their rights to privacy and confidentiality
- follow our policies and procedures where these relate to service delivery and safety