

## **Rights and Responsibilities**

### **Rights of families and people with disabilities:**

- Respect for their individual human worth, dignity and privacy.
- Be assessed for access to services without discrimination.
- Be informed about available services.
- Choose from available alternatives.
- Pursue any complaint about service provision without retribution.
- Fair investigation of complaints.
- Have an advocate of their choice to represent their interests.
- Be informed and to participate in decision making about the services they receive.
- Consent to or refuse any service offered.
- To refuse involvement in research.
- Personal information being kept in a confidential manner.
- Have a process where they can have access to their own personal information kept by the agency.
- Be involved in decision-making about Interchange Outer East and the services it provides.

### **Responsibilities of families and people with disabilities:**

- To respect the human worth and dignity of the staff, volunteers and other consumers of Interchange Outer East.
- To afford support workers, volunteers respect and treat them as you would like to be treated at all times.
- For the results of any decisions they make.
- To play their part in helping staff and volunteers of Interchange Outer East to provide them with services.
- To ensure Interchange Outer East has the information required to provide a safe environment for all participants.
- For feedback about the service.
- To respect the diverse range of religious and cultural beliefs within Interchange.