

Rights and Responsibilities

Rights of families and people with disabilities

- respect;
- be assessed for access to services without discrimination;
- be informed about available services;
- choose from available options;
- complain about services;
- fair investigation of complaints;
- have an advocate of their choice;
- participate in decision making about the services they receive;
- consent to or refuse any service offered;
- to refuse involvement in research;
- personal information is kept confidential;
- 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 staff, volunteers and others at Interchange Outer East;
- To treat staff and volunteers as you would like to be treated at all times;
- for the results of any decisions they make;
- to help staff and volunteers of Interchange Outer East to provide them with services;
- To make sure Interchange has the information needed to provide a safe environment for all;
- To give feedback about the service;
- to respect the diverse range of people within Interchange