

## Participant Charter of Rights

1. **My dignity, values, cultural and religious beliefs are respected regardless of age, gender or sexuality.**
2. **I tell my story only once and I have a copy of all relevant documentation related to my supports. Communication is tailored to my abilities and needs.**
  - When accessing services either during business hours or after hours, to expect not to have to repeat my story if it is already recorded on file.
3. **I receive quality community care in line with UnitingCare lifeAssist's Participant Touch Points Standards.**
  - People answering the phone know how to deal with any queries I may have about information I have received from lifeAssist.
  - I understand the person I am speaking to and they speak clearly and slowly.
  - A review of my plan is actioned if my circumstances change. I am referred to other services if my needs cannot be met by lifeAssist.
  - I receive advice free from conflicts of interest.
4. **I am actively involved in decisions about my needs and goals.**
  - I receive a clear explanation of what options are available to me.
  - I understand what services and supports will be provided and how things will work.
  - I know the roles and responsibilities of everyone involved in providing me with a service.
  - I set my own goals and these are respected by everyone.
  - I am fully informed on how to get help when I need it.
  - If I choose I can coordinate my own care arrangements.
  - I know from which agency the carer/worker belongs and how to contact the agency if necessary.
5. **I can choose any person to advocate on my behalf.**
6. **My grievances are heard and resolved without retribution.**
  - I know who to contact confidentially if I am not comfortable with my worker(s) or they cannot provide me with the outcomes I need.
7. **I am fully informed of all options relating to my care.**
  - My worker is proactive and a good problem-solver.
  - All options to contact workers and lifeAssist are clear and accessible to me.
  - People who manage my enquiry have the required skills and knowledge and can direct me to a person who can help me.
  - I am provided with a timely response to my enquiry and in a manner of my choosing.
  - I am fully informed of my budget and any financial obligations that I may have.
8. **My privacy and personal information is respected.**
  - My records are kept secure and case files and complaints are treated with absolute privacy.
  - I am able to access written records about me in accordance with privacy legislation.
9. **I participate in the development of quality service responses, activities and advocacy**



## Participant Charter of Responsibilities

1. I contact lifeAssist if I have any concerns regarding the quality of any services I receive.
2. I contact lifeAssist about any changes in my health or circumstances.
3. I keep appointments or I give lifeAssist 24 hours' notice if I need to reschedule services or if services are not needed.
4. I treat workers in a way that respects their dignity and privacy.
5. I take all reasonable steps to ensure a safe environment for people who provide services in my home.
6. I provide accurate and timely information to lifeAssist staff.
7. I am responsible for the outcomes of any decisions I make.

