

YOUR RIGHTS

As an individual using our support services, you have many rights that you should be aware of. Emily's Hope recognises your rights and is here to support you to exercise these rights and achieve your goals.

Emily's Hope adopts a policy of non-discrimination regarding eligibility and entry to supports and services, and in the provision of our support services to individuals you have the right to:

- Have access and supports that promote, uphold and respect your legal and human rights.
- Exercise informed choice and control.
- Freedom of expression, self-determination and decision-making.
- Access supports that respect your culture, diversity, values and beliefs.
- A service that respects your right to privacy and dignity.
- Be supported to make informed choices which will maximise independence.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Receive supports which are overseen by strong operational management.
- Access services which are safeguarded by Emily's Hope's well-managed risk and incident management system.
- Receive services from workers who are competent, qualified and have expertise in providing person-centred supports.
- Have your personal information protected and only collected, used or shared with your consent, or where otherwise required or authorised by law.
- Make a complaint, provide feedback or raise a concern without fear of disadvantage or having your supports adversely affected.
- Access an advocate, interpreter, communication support or other person of your choice to assist you in exercising your rights.

Your responsibilities:

As an individual using our support services, there are a few things that we ask of you. The information below explains the responsibilities you have when using our services.

We ask that you:

- Respect the rights of staff, ensuring their workplace is safe and healthy and free from harassment.
- Abide by the terms of your agreement with us.
- Understand that your needs may change, and with this, your services may need to change to meet your needs
- Work with Emily's Hope to understand and manage risks associated with your choices, while respecting your right to make decisions about your own life.
- Tell us if you have problems with the care, and services you are receiving.
- Give us enough information to develop, deliver and review your Support Plan.
- Provide us with information that will help us better meet your needs.
- Give us as much notice as possible if you need to cancel or change a scheduled service, in accordance with your Service Agreement.
- Be aware that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement.
- Participate in safety assessments of your home.
- Ensure pets are controlled during service provision.
- Provide a smoke-free working environment.
- Pay the agreed amount for the services provided.
- Give us notice if you wish to end your services, in accordance with your Service Agreement.

Our responsibilities:

Emily's Hope will:

- Work with you to provide agreed supports that meet your needs and preferences at agreed times.
- Regularly review the provision of supports with you.
- Communicate openly, honestly and promptly.
- Treat you with courtesy and respect.
- Talk with you on decisions about how supports are provided.
- Respect your right to make decisions, including decisions that may involve reasonable risk.
- Listen to you for feedback and any problems which may arise.
- Give you 24 hours' notice if there is to be a change in a scheduled appointment to provide support if possible.
- Protect your personal information and handle it in accordance with privacy law and Emily's Hope privacy requirements.
- Support safe service delivery and respond appropriately to incidents, complaints, safety concerns and changes in your support needs.