

# Your Rights and Responsibilities

*What you can expect from SCL and how we work together*

**About this guide**

This guide explains your rights when receiving supports from SCL and the responsibilities that help us provide safe, respectful and effective services.

**At a glance**

|                                                                                          |                                                                                                    |
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| <b>Your voice matters</b><br>You are involved in decisions about your life and supports. | <b>Respect and safety</b><br>You have the right to dignity, privacy and freedom from abuse.        |
| <b>Choice and control</b><br>You choose your providers and can request changes.          | <b>Working together</b><br>Current information and respectful communication support good services. |

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## **Your rights**

You have the same legal and human rights as other people. Receiving disability support does not remove your right to make choices, communicate your views or be treated with dignity.

### **Dignity and respect**

You have the right to be treated as an individual, with respect for your human worth, identity, relationships, culture, beliefs and preferences.

### **Choice and control**

You have the right to make decisions about your supports, choose providers and receive enough information and time to consider your options.

### **Freedom of expression and self determination**

You have the right to communicate your views, direct your life and participate in decisions that affect you.

### **Safe and competent supports**

You have the right to services delivered safely, professionally and by workers who are appropriately screened, trained and competent for their role.

### **Privacy and confidentiality**

You have the right to privacy and to have your personal information protected and only used or shared appropriately.

### **Accessible communication**

You have the right to information in a way you understand and to request an interpreter, advocate, communication aid, Easy Read information or another accessible format.

### **Culture, values and beliefs**

You have the right to practise your culture, values and beliefs while receiving support and to have these responded to sensitively.

### **Intimacy and relationships**

You have the right to privacy, intimacy and sexual expression, subject to the rights and safety of other people and applicable law.

### **An advocate or representative**

You have the right to involve an advocate, family member, nominee, representative or other trusted person.

### **Feedback and complaints**

You have the right to give feedback, raise concerns and make a complaint without fear of retaliation or loss of service.

## Freedom from harm

You have the right to be safe and free from violence, abuse, neglect, exploitation, discrimination, harassment and sexual misconduct.

## Access to your information

You have the right to request access to personal information SCL holds about you and ask for incorrect information to be updated.

## Involvement in planning

You have the right to participate in your assessment, Support Plan, reviews, emergency planning and worker matching.

## Change or leave services

You can ask to change your supports, choose another provider or end services in accordance with your Service Agreement.

## What SCL will do

- Provide supports with care, skill, integrity and transparency.
- Communicate openly and tell you about changes to appointments or services.
- Keep accurate and current records of services provided.
- Make reasonable efforts to involve you in selecting workers, including gender preferences where relevant to personal care.
- Ensure workers understand the needs and preferences relevant to their role.
- Protect your personal information and limit access to people who need it for their work.
- Raise and respond to concerns that may affect quality or safety.
- Take reasonable steps to prevent and respond to violence, abuse, neglect, exploitation and sexual misconduct.
- Explain actual or perceived conflicts of interest and support you to consider other provider options.
- Support you to access an advocate or make a complaint.
- Provide copies of signed agreements, plans and assessments where applicable.

### Choosing another provider

Your decision to use another provider must not be used to disadvantage you or affect unrelated supports you receive from SCL.

## Your responsibilities

These responsibilities help SCL provide your supports safely and as agreed. SCL will work with you if disability, communication or other circumstances affect how you can meet them.

## **Be involved**

Participate in support planning, goal setting and reviews as much as you are able and want to.

## **Give current information**

Provide accurate information about your needs, preferences, health, medication, risks, contacts and other matters affecting support delivery.

## **Tell us about changes**

Let SCL know about changes to your NDIS Plan, funding, address, representatives, health or other providers where they may affect your supports.

## **Attend or give notice**

Be available at the agreed time and place, or contact SCL as early as possible to cancel or reschedule.

## **Use funding appropriately**

Make sure the agreed funding arrangements can cover the supports requested and respond to invoices or funding concerns.

## **Treat people respectfully**

Treat workers, other participants and people present during supports with dignity and respect.

## **Support a safe environment**

Tell SCL about hazards, pets, visitors or other risks and follow reasonable safety directions.

## **Respect professional boundaries**

Do not ask workers to do tasks outside the agreed supports, their role, training or legal responsibilities.

## **Raise concerns early**

Ask questions and tell SCL when something is not working so we have an opportunity to respond.

## **Keep contact details current**

Tell SCL when your phone, email, address or preferred communication method changes.

## When rights and safety need to be balanced

You have the right to make choices, including choices involving reasonable risk. SCL will support you to understand potential benefits, risks and consequences and to identify strategies that reduce harm while respecting your goals.

SCL may be unable to follow a request where it would be unlawful, outside the worker's role or competence, inconsistent with funding rules, or create an unacceptable risk that cannot be safely managed. We will explain the concern and work with you to consider other options.

### Support for difficult decisions

You can involve an advocate, representative or relevant health professional when discussing a decision involving significant risk.

## Speaking up

- Tell your support worker or an SCL manager.
- Ask for a support review or worker matching review.
- Use the Feedback and Complaints Form.
- Ask an advocate or representative to support you.
- Contact the NDIS Quality and Safeguards Commission.
- Call 000 if someone is in immediate danger.

There will be no negative consequence for making a complaint, reporting an incident or asking for your rights to be respected.

## Related resources

- Privacy and Confidentiality Guide
- Feedback and Complaints Guide
- Service Agreement Guide
- Advocacy and external support
- Report a concern
- Emergency and crisis support

### Immediate danger

Call 000 if someone is seriously injured, very unwell or in immediate danger.

## Contact SCL

**Phone:** [0481 213 622](tel:0481213622) | **Email:** [enquiries@sclsupportservices.com.au](mailto:enquiries@sclsupportservices.com.au)

**Website:** [www.sclsupportservices.com.au](http://www.sclsupportservices.com.au)

This guide provides general information. Your individual responsibilities and service arrangements are also recorded in your signed Service Agreement and Support Plan.