

INFORMATION REGARDING STANDARDS 1 CONSUMER RIGHTS

Rights and Responsibilities

1. Each person (including children, young people and adults) with a disability has rights and will have them respected at all times. Ability SDA Promotes and protect rights in line with the United Nations Convention on the Rights of Persons with Disabilities.
2. **All people have the right to:**
 - Respect for their human worth and dignity.
 - Receive a support free from discrimination, abuse or neglect.
 - Full participation in society equal to all other people, considering their individual and cultural needs and preferences.
 - Make their own decisions on the way they live their life.
 - Choice and control in the services they participate in.
 - Personal information kept private in line with the privacy laws.

Personal information will not be shared with anyone without your written permission, unless we have concerns for your safety or we are required to by law. For example, Mandatory Reporting of child wellbeing concerns. People using a service will receive information and support to understand and use their legal and human rights in the service and in the community. This support will often be provided by the SIL provider.

People using a service are supported to build the skills and confidence to advocate for their rights. We will work together with people with disability and their families, friends, carers and advocates. We make every effort to enable a person to make their own decisions.

If there is any question about what is in a person's best interests for any important decisions, a legally appointed guardian may be needed to give or withhold permission. Provide training and information to staff to make sure they are skilled in finding and addressing risk factors and respond proactively to allegations of abuse or neglect.

3. Rights

- You have the right to be treated with dignity and respect.
- You have the right to be informed about what services are available.
- You have a right to choose what service you will receive.
- You have the right to privacy and confidentiality.
- You have the right to express your own views and ideas.
- You have the right to have someone with you when seen by a health professional.
- You have the right to have someone to speak on your behalf.
- You have the right to have access to your records held by this agency.