Charter of Client Rights

Document History

Version	Summary of Changes	Date approved	Approved by	Date of next review
1.0	New document	21/06/2023	CEO	June 2026
2.0	Updated to include continuity of supports during emergencies	27/07/2023	CEO	July 2026
3.0	Improved language and tone for ease of reading and some minor changes to:- 1. Strengthened rights (safety, dignity of risk, autonomy) 2. Strengthened governance (conflict of interest, complaints, consent) 3. Strengthened operations (continuity, service withdrawal, accessibility)	03/07/2026	CEO	June 2029

Working Together: Your Rights and Responsibilities

At DLi, people who use our services (clients), along with your families, legal guardians, or chosen representatives, are at the centre of everything we do. We wouldn't be here without you!

When we support you, you have rights. These are things that you are entitled to, and that DLi must make sure that you get. Your rights are protected by law.

At the same time DLi has expectations of you (and your families, chosen representatives or guardians), and it is important that we also give you information about these.

DLi takes your rights very seriously and we work hard to make sure that your rights are respected and that you are treated well by all our staff.

We want to be clear with you about how we will work with you to make our services the best that they can be.

We have written this Charter of Rights to share with you how we want to provide our services, and clarify your part (client, family/representative/ guardian) in that.

Some of your Rights are also written into your Service Agreement.

When DLi provides you with a service, you have a right to:

- Receive high-quality services, delivered in line with the National Disability Insurance Scheme (NDIS) Practice Standards.
- Choice and control – it is your life. We will listen to your needs, goals, and preferences and tailor our services wherever possible. If there are things we cannot do, we will explain this clearly and discuss alternatives with you.
- Supports that meet your needs, including help to understand information and support to make decisions, so you can do things independently or in the way that works best for you.
- Clear information that is accurate, relevant, and up to date, provided in a way you are most likely to understand, including the use of interpreters if needed.
- Be treated fairly and with respect, regardless of your age, gender, sexuality, religion, cultural background, language, race, or disability.
- Be supported by people you trust, including family members, friends, carers, or advocates, to help uphold your rights and represent your interests.
- Feel safe and free from harm, including protection from abuse, neglect, exploitation, and discrimination. DLi has zero tolerance for these behaviours.
- Receive support from appropriately trained and screened staff who are committed to helping you achieve your goals.
- Privacy, confidentiality, and dignity, with your personal information kept secure and only shared with your consent, unless required by law.
- Control over how you spend your NDIS funding and your own money.
- Express your identity, including practicing your culture, religion, and personal relationships, and exercising your rights to intimacy and sexual expression.
- Choose who you spend time with and participate in the community in ways that are meaningful to you.
- Provide feedback or make a complaint about our services. We aim to get things right, but if we don't, we want to hear from you. We also welcome feedback about what we do well
- Be supported to exercise your human rights, dignity of risk, choice and control and make decisions about your own life.
- Access to your personal information held by DLi where appropriate and in accordance with privacy laws.
- Be free from Regulated Restrictive Practices unless they are authorised in accordance with State legislation and used only as a last resort to prevent harm

Your Responsibilities as a DLi Client (things you need to do)

As a valued DLi client, you have important rights. You also have responsibilities that help us provide safe, respectful, and high-quality supports.

- We ask that you, your family members, chosen representatives, guardians, and any visitors:
- Treat others with respect and consideration, including staff, other clients, and visitors. Behaviour that is respectful helps create a safe and positive environment for everyone. Violence, harassment, or abusive behaviour is not acceptable.
- Participate in assessment and planning processes, so we can understand your needs, preferences, and goals, and provide supports that are the best fit for you. Where shared living arrangements are involved, this also helps ensure compatibility with others in the home.
- Help maintain a safe environment, as much as possible. For example, when services are provided in your home, please ensure pets are managed appropriately and avoid smoking near staff.
- Allow reasonable health and safety checks of your home (where services are delivered there), so we can ensure a safe environment for you and for staff.
- Provide accurate and relevant information about your needs, including updates about your health, wellbeing, or any concerns about your supports or services. This helps us deliver safe and appropriate supports. If you don't do this, we may not be able to provide the right type of supports to you.
- Pay any agreed fees on time, in line with your Service Agreement. If you are having trouble, we encourage you to speak with a DLi staff member so we can work through options together.
- Understand the scope of services, including that we can only provide the supports outlined in your Service Agreement.

Families and Representatives

DLi recognises how important your family, chosen representative, or legal guardian are in your life. We aim to work in partnership with them to support your health, wellbeing, and safety.

We also respect that some clients may choose not to involve their families or others in their lives. We will honour your wishes wherever possible, while meeting any legal requirements.

If you have a legal guardian or someone with decision-making authority on your behalf, we ask that you provide DLi with the relevant legal documentation so we can ensure we are supporting you in the right way.

DLi responsibilities (What we will do)

To ensure that your rights are protected DLi agrees to:

- Work in partnership with you, and where appropriate your family, chosen representative, or legal guardian, to understand your wishes, needs, and goals, and to develop a support plan that reflects these.
- Support your choice and control, including helping you make informed decisions about your life and your supports.
- Respect your decisions and preferences.
- Support you to make your own decisions wherever possible (supported decision-making). Where a legal guardian is appointed, we will work with them in line with their legal authority.
- Respect your right to take reasonable risks (dignity of risk) and support you to make informed choices by explaining possible risks and benefits.

- Support you to access an advocate of your choosing if you would like assistance in representing your views and rights.
- Help you understand the risks and benefits associated with your choices and goals, so you can make informed decisions.
- Provide skilled and suitable staff, ensuring workers are appropriately qualified, screened, and matched to your preferences, including personality and communication style where possible.
- Deliver services in a respectful and person-centred way, considering your choices, strengths, preferences, interests, cultural background, and personal circumstances.
- Provide inclusive and accessible services, making reasonable adjustments to meet your individual needs, including communication, language, disability, and cultural requirements.
- Regularly review your supports with you (and your family or representatives where appropriate), to ensure they continue to meet your changing needs and goals.
- Support you to work towards and achieve your goals, focusing on outcomes that are meaningful to you and regularly reviewing progress with you.
- Respect and respond to your cultural values, identity, and beliefs.
- Communicate openly, honestly, and in a timely way, using language and methods that you can understand, including interpreters if required.
- Protect your privacy and confidentiality and manage your personal information in line with legal requirements.
- Keep your information safe and secure.
- Ask for your consent before sharing your information and respect your right to change your mind at any time, unless the law requires otherwise.
- Identify, disclose, and actively manage conflicts of interest, ensuring all services and supports are delivered in your best interests.
- Provide clear information about how to give feedback or make a complaint, treat all complaints fairly and impartially, and work with you to resolve concerns as best as possible.
- Maintain accurate records of the supports and services we provide to you.
- Support your safety in emergencies, including making reasonable efforts to continue services during emergencies or disasters, and working with you on emergency planning that meets your needs.
- Maintain continuity of supports wherever possible, including when regular staff are unavailable. Where this is not possible, we will communicate with you as early as we can and make reasonable efforts to arrange suitable alternative supports.
- Be transparent about the conditions of service delivery, including when services may be suspended or withdrawn. This may occur in situations such as significant safety risks, non-payment of agreed fees, or where we are unable to meet your support needs. In these situations, we will communicate with you clearly, provide reasonable notice where possible, and support you to transition to alternative arrangements.
- Manage and report incidents appropriately, including investigating incidents and complying with the NDIS Incident Management and Reportable Incidents Rules, and
- Be clear about our role, including that we do not provide financial advice.

How to Provide Feedback or Make a Complaint

We welcome your feedback and are committed to listening and improving our services. There are several ways you can share your feedback or make a complaint:

- Speak with any DLi staff member – If you are a client, you can talk to any of our staff, who will support you to provide feedback or make a complaint.
- Call us on (08) 8132 5400
- Email us via admin@dli.org.au
- Complete an online form via our website www.disabilityliving.org.au

You can also make a complaint to the NDIS Quality and Safeguards Commission at any time, including if you are not satisfied with our response. Phone 1800 035 544 or website: www.ndiscommission.gov.au

You can make a complaint without fear that your supports will be affected.