

Service Charter of Rights



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As an individual, you have many rights.

Classy Life will support and assist you in identifying and exercising these rights to help you to achieve your goals.

Classy Life adopts a policy of non-discrimination regarding eligibility and entry to our services, and when providing support services to you.

Your Rights

You have the right to:

- access supports that promote, uphold, and respect your legal and human rights
- exercise informed choice and control to maximise independence
- freedom of expression, self-determination and personal decision-making
- access supports that respect your culture, diversity, values and beliefs
- a support service that respects your right to privacy and dignity
- be supported to make informed choices which will maximise independence
- receive supports that are free from violence, abuse, neglect, exploitation or discrimination
- receive supports which are overseen by strong operational management
- receive services which are safeguarded by informed and compliant risk and incident management systems
- receive services from workers who are competent, appropriately qualified and have expertise in providing person-centred supports
- advise consent to the sharing of information between providers during the transition
- opt-out of providing information to government bodies, e.g. NDIS audit.

Your Responsibilities

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

We ask that you:

- respect the rights of staff workers, to ensure 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, meaning your services may need to change
- accept responsibility for your actions and choices, even though some decisions may involve risk
- tell us if you have problems with the care or service you are receiving from us
- provide us with enough information to develop, deliver and review your support plan
- care for your health and wellbeing as much as you are able
- provide us with information that will help us to meet your needs
- provide us with a minimum of 7 days notice if you need to cancel your service
- remember that our staff are only authorised to perform the agreed number of hours and tasks outlined in your service agreement
- participate in the safety assessment of your home
- ensure your pets are controlled during service provision
- provide a smoke-free, drug and alcohol working environment
- pay the agreed amount for the services provided
- tell us in writing (where able) and provide appropriate notice when you want to stop receiving our services
- inform a staff member (when asked) if you wish to opt-out of providing your information to government bodies like the NDIS.

Our Responsibilities

Classy Life will:

- provide the supports that meet your needs at your preferred times
- regularly review the provision of your supports with you
- communicate openly, honestly and promptly
- treat you with courtesy and respect
- discuss with you all decisions regarding your supports and how they are being provided
- listen to your complaints and feedback and address any problems that may arise
- provide you with twenty-four (24) hours' notice if we need to change a scheduled support provision appointment
- keep your personal information confidential
- implement policies and procedures to ensure your safety and the safety of others during service provision.

NDIS Code of Conduct

Classy Life employees follow the NDIS Code of Conduct by:

- acting with respect for your rights to freedom of expression, self-determination, and decision-making following relevant laws and conventions
- respecting your privacy
- providing supports and services safely and competently with care and skill, and acting with integrity, honesty, and transparency
- promptly taking steps to raise and act on concerns regarding matters that might have an impact on the quality and safety of supports provided to you
- taking all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse towards you
- taking all reasonable steps to prevent sexual misconduct towards you.