

Your Rights

Louisa's Quality Care

At Louisa's Quality Care, we are committed to providing safe, respectful and person-centred supports. As a participant, you have the right to be treated with dignity and to make choices about your own life and supports.

Your Rights

As a participant of Louisa's Quality Care, you have the right to:

- Be treated with dignity, respect, kindness and courtesy.
- Be free from abuse, neglect, exploitation, discrimination and violence.
- Be supported in a way that respects your culture, identity, beliefs and values.
- Be involved in decisions about your supports and services.
- Choose who provides your supports wherever possible.
- Receive services that are safe, reliable and of a high quality.
- Be listened to and have your views, preferences and goals respected.
- Have your privacy and confidentiality protected.
- Access information in a way that is easy to understand.
- Make a complaint without fear of being treated unfairly or your services being affected.
- Have your complaint taken seriously and responded to promptly.
- Be supported to have a family member, friend, advocate or representative involved if you choose.
- Request changes to your supports or service agreement.
- Receive services that promote your independence, inclusion and choice.
- Be informed of any fees, charges or changes to your services before they occur.

Your Responsibilities

To help us provide the best possible support, we ask that you:

- Treat staff with respect and courtesy.
- Provide accurate information about your support needs.
- Inform us if your circumstances or contact details change.
- Give at least **48 hours' notice** if you need to cancel a scheduled support where possible.
- Communicate any concerns or feedback so we can work together to resolve them.
- Follow agreed health and safety requirements during support delivery.

If You Are Not Happy

If you have a concern or complaint, we encourage you to speak with us. We are committed to resolving concerns fairly, respectfully and as quickly as possible.

If you are not satisfied with the outcome, you have the right to seek independent assistance or make a complaint to the NDIS Quality and Safeguards Commission.

Our Commitment

Louisa's Quality Care is committed to delivering supports that uphold your rights, encourage your independence and help you achieve your goals. We value honesty, respect, choice and genuine relationships in everything we do.