

Louisa's Quality Care Participant Charter

At Louisa's Quality Care, we are committed to providing compassionate, respectful, and person-centered support that helps every participant to live as independently as possible.

Our Commitment to You

As a participant, you can expect:

- To be treated with dignity, kindness, and respect at all times.
- To be listened to and involved in decisions about your support.
- To receive services that are personalized to your goals, preferences, and individual needs.
- To feel safe, valued, and supported.
- To have your privacy and confidentiality respected.
- To receive reliable, professional, and consistent support.
- To be treated fairly and without discrimination.
- To raise concerns, provide feedback or make a complaint without fear of negative consequences.

Your Rights

You have the right to:

- Be treated with courtesy, honesty, and respect.
- Make your own choices and decisions.
- Be supported to achieve your goals.
- Receive services that promote your independence and wellbeing.
- Have your personal information kept confidential.
- Be informed about the services you receive.
- Make a complaint or provide feedback without fear or negative consequences.

Your Responsibilities

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

- Treat everyone with respect and courtesy.
- Provide accurate information relevant to your supports.
- Communicate any changes to your needs or circumstances.
- Give reasonable notice if you need to cancel or reschedule a support where possible.
- Work collaboratively with us to achieve your goals.

Our Promise

At Louisa's Quality Care, we believe that quality care begins with genuine connections. We are committed to supporting you with compassion, integrity, and respect while supporting you to achieve your goals and live the life you choose.

