



INDEPENDENT  
DISABILITY SERVICES



# YOUR RIGHTS AND RESPONSIBILITIES

*Changing lives, empowering people*

## **WE TAKE YOUR RIGHTS AND RESPONSIBILITIES SERIOUSLY**

**The staff and management at Independent Disability Services (IDS) respect our clients rights. We are committed offering our the highest level of service, protecting the confidentiality of all our clients.**

**This brochure has been produced to help you understand what you can expect from IDS employees and the agencies we engage on your behalf. It also explains what your responsibilities are as a client of IDS.**



## YOUR RIGHTS

You have a right to:

- Receive high quality services which are appropriate to your needs,
- Be actively involved in decisions about your support,
- Be clearly informed about services options and costs,
- Receive help to understand any information you are given,
- Request the support and guidance of family, friends, carers and independent advocates to uphold your rights and represent you,
- Look for information and advice from other places,
- Have the right to an advocate including information on how to access one,
- Refuse a service and not be discriminated against for future services.

## PRIVACY AND CONFIDENTIALITY

You have a right to:

- Receive services in surroundings that ensure privacy,
- Have your personal information kept private and confidential,
- Access your records and ask for information to be corrected if it is wrong.

## RESPECT AND DIGNITY

You have a right to:

- Be treated with courtesy and respect by IDS employees and their agencies,
- Receive care that respects your culture, beliefs, values and characteristics.

## YOUR RESPONSIBILITIES

- Attend appointments or let the team at IDS know if you can't attend
- Tell IDS staff as soon as you know when you want to change your planned support or if there are any problems with the care or services provided
- Provide a safe environment for IDS staff visiting your home
- Treat IDS staff and other clients with courtesy and respect
- Communicate as openly and honestly as possible in regards to the health care and services you are receiving
- Ask questions if you are unsure about something
- Respect the privacy and confidentiality of others

## FEEDBACK

We welcome your feedback as we are always seeking ways to improve the level of service we offer to our clients. Clients should always feel free to:

- Provide feedback to IDS including compliments or complaints about the care and services you receive. (You can speak to a staff member or email [admin@idsa.org.au](mailto:admin@idsa.org.au)),
- Have complaints investigated and to have the appropriate steps taken to resolve the issue,
- Contact the Disability Services Commissioner if you are not satisfied with the response you receive from making a complaint to IDS.

## COLLECTION AND USE OF CLIENT INFORMATION

- IDS only collects information needed to provide services and follows all privacy laws,
- You have one file that is used for all your visits to IDS even if you are using a number of different services,
- Your file is confidential and there is no unauthorised access,
- Authorised IDS staff conduct regular audits of client records to ensure a high standard of record keeping is maintained. Your file may be audited for this purpose,
- Your information can only be shared with other service providers if you give your consent,
- To request access to your information please call our Office Administrator on 9340 5100 who can explain the process to you.



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IDS is committed to accessibility  
of our services and information



IDS provides access to  
interpreting services



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