



Relationship Works

## **NDIS Client Rights & Responsibilities**

What are the Relationship Works Disability Services Policies?	2
Policy 1: Rights	3
Policy 2: Participation	4
Policy 3: Individual Outcomes	5
Policy 4: Feedback and Complaints	6-7
Policy 5: Service Access	7-8
Policy 6: Service Management	8-9
Policy 7: Your Responsibilities When Receiving Services From Relationship Works	9-10
Contact us	10



## Relationship Works

### **What are Relationship Works Disability Service Policies?**

**There are 6 policies based on the National Standards for Disability Services.**

#### Standard 1: Rights

**You have the right to be treated fairly and with respect.**

#### Standard 2: Participation

**You have the right to feel included.**

#### Standard 3: Individual Outcomes

**You have the right to decide on your goals**

#### Standard 4: Feedback and Complaints

**You have the right to tell us what you think.**

#### Standard 5: Service Access

**Relationship Works is fair in helping you to find and access the services you need.**

#### Standard 6: Service Management

**Relationship Works services are well managed.**

#### Standard 7: Your Responsibilities When Receiving Services From Us

**You have the right to know what is expected from you when you use our services.**



## Relationship Works

### 1. Rights

At Relationship Works you have the right to:

- Know your information is kept private.
- Receive Confidential Services.
- Make your own choices and have control over your life and the support you receive from us.
- Be & Feel Safe – no one is allowed to hurt you.
- Receive good services.
- Speak up for what's right for you.
- Get help if you need it.

### Relationship Works will:

- Allow you to be your Unique Self
- Encourage you to express your self - Try new things and take risks sometimes
- Treat you well and keep you safe
- Let you make choices
- Include your family and carers if you want them to be Included
- Provide information in a way that's right for you
- Respect your privacy
- Treat you well and keep you safe
- Let you speak up

### 2. Participation



## Relationship Works

At Relationship Works you have the right to:

- Take part in your community.
- You can decide when and how to do this.
- You can decide when and how we have contact with your family or other supports.

### **Relationship Works will:**

- Support you to take part in the community
- Get to know you and the things you like to do
- Work with you and your family and friends if you want them to be involved.
- Work with other community organisations if that's what you need.
- Understand and respect your cultural background

## **3. Individual Outcomes**



## Relationship Works

### **At Relationship Works:**

- We will let you make choices about what you want to do.
- We will let you plan your goals and help you to reach them.
- We will notice things you are good at.
- We will talk with you about the benefits and risks for some situations, so you can make decisions that are best for you.
- We will let you seek support from other people – such as your family friends or an advocate – if you want to.

### **We respect everything about you when you are making choices and decisions, including:**

- Your age
- The gender that you identify with.
- Your cultural background, religion or faith.
- If you are over 18, you have a right to make your own decisions (if you can).
- We will work with other services that may be needed to reach your goals
- Whether or not you are married or in a relationship.



## Relationship Works

### **4. Feedback and Complaints**

- You have the right to tell people what you think about the services you receive.
- Your feedback can be good or bad.
- You can tell someone at Relationship Works if there is a problem and it will be taken seriously.
- And you can get support to do this. You have a right to seek advice from someone like a support person, lawyer or advocate.
- Your problem will be fixed wherever possible.
- You will not be made to feel bad because you said that something is wrong

### **Relationship Works offer different ways for people to have their say:**

- Phone us
- Talk to one of our staff in person
- Send us an email or letter
- Make a Complaint on our website



## Relationship Works

### **At Relationship Works:**

- We listen to the things that people tell us.
- We provide people with opportunities to tell their story.
- We will try to fix your problem as soon as possible.
- We will protect your privacy and keep all information confidential.
- We will keep you updated on the progress of your complaint.
- We are prepared to change the way we work if there is a problem
- We work with your family, carer, support person or advocate if that's right for you.
- We always work hard to make sure our services are good.

### **5. Service Access**

- Everyone has the right to be able to find, ask for and use Relationship Works services.
- If someone can't use Relationship Works services, the reasons will be clearly explained to them.
- And Relationship Works will put you in touch with another organisation who may be able to help you. This is called a referral.



## Relationship Works

- The staff of Relationship Works are compassionate, honest and fair with people who make enquiries.
- Relationship Works ask people what they think about the services and make improvements based on these ideas.
- Relationship Works provides information in different ways to suit a range of communication needs.
- Relationship Works clearly explain who can use the service, how to join and how to leave.
- If there is no vacancy, Relationship Works will put your name on a waiting list.

### **6. Service Management**

You have a right to use a service that is managed well.

#### **Good service management at Relationship Works includes:**

- Having good staff
- Making sure there are no problems & fixing problems if they happen
- Having good processes and ways of working
- Communicating well





## Relationship Works

### **At Relationship Works we:**

- Have staff who are well trained and who are good at their jobs
- Obey the laws that apply
- Have good processes in place to manage finances, staff and safety
- Learn from the feedback we receive and make Improvements
- Ask other people with disability, families and carers, advocates and others, if the service is working well.

### **7. Your Responsibilities, What Is Expected of You**

- Just as we will always be respectful and courteous with you, we expect that you will be the same with us.
- Just as we will never harm you, we expect that you will not harm anyone at Relationship Works.
- You or your carer must give at least 48 hours' notice via phone, email or through our electronic booking system to cancel your appointment.
  - If you cancel your appointment, we will make contact with you to book another appointment time.



## Relationship Works

- If you give less than 48 hours' notice to cancel your appointment, your account will be charged 90% of the appointment fee.
- If you do not attend your appointment time, and do not give notice, 90% of the appointment fee is payable.
  - If you do not attend an appointment, we will attempt to contact you to check on your safety.

## Contact us

- **Phone:** 0411 218 425
- **Email:**  
[simon@relationshipworks.com.au](mailto:simon@relationshipworks.com.au)
- **Website:**  
[www.relationshipworks.com.au](http://www.relationshipworks.com.au)
- **Mail:** Relationship Works.  
Office 6, Suite 411  
1 Bryant Drive, Tuggerah  
NSW. 2259

This Easy Read document was adapted from the Easy Read version of the National Standards for Disability Services, Department of Social Services, Australian Government.