



INDEPENDENT  
DISABILITY SERVICES



# RIGHTS & RESPONSIBILITIES

*Changing lives, empowering people*

## **We take your rights and responsibilities seriously**

The information contained in 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.

You have a right to:

- Receive services and supports that are appropriate to your needs;
- Be actively involved in decisions about your support;
- Be 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 independent advocate;
- 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 the staff of agencies engaged by IDS;
- Receive care that respects your culture, beliefs, values and characteristics.

## Your Responsibilities

You should:

- Attend appointments or let the team at IDS know promptly 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 care and services you are receiving;
- Ask questions if you are unsure about something;
- Process any invoices promptly;
- 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 after making a complaint to IDS.
- Contact the Disability Services Commissioner at any time if you have concerns about the services you received from IDS.

## Collection and use of information

IDS only collects information needed to support the services we provide:

- You have one file that is used for all communications and correspondence with IDS even if you are using different services;
- Your file is confidential, there is no unauthorised access;
- Authorised IDS staff conduct regular audits of client records to ensure the 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.

For further information, please call 03 9340 5100.

## **Independent Disability Services Inc.**

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IDS is committed to accessibility  
of our services and information



IDS provides access to  
interpreting services



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