

FACT SHEET 4 - RIGHTS & RESPONSIBILITIES

What are my rights and responsibilities as an FSG Australia service user?

You have the right to:

- access program/s based on relative need (this may depend on the program's capacity to meet those needs appropriately)
- access programs free from discrimination i.e. without bias based on disability, gender, race, sexual preference, class and political or religious beliefs
- be given information and assistance to access an advocate when:
 - entering or exiting a service
 - participating in individual planning
 - accessing your personal information
 - raising complaints and concerns
 - you are involved in any other decision-making activity (refer to the [Advocacy Fact Sheet](#))
- be given information and referral to other services when FSG Australia is unable to meet your needs
- participate in an individual planning process, which results in a service that meets your individual needs
- have your privacy and confidentiality respected (refer to the [Privacy Fact Sheet](#))
- be supported to participate in community activities of your choice (where relevant to the service type)
- have your choices and decisions respected (within *duty of care* requirements)
- raise complaints and concerns about all aspects of the service and to have them dealt with in a timely manner (refer to the [Complaints Fact Sheet](#))
- be provided a service in which you never suffer abuse, assault or neglect
- be supported by staff who have the relevant values, skills, knowledge and competencies to meet your individual needs.
- be informed of service options within the community and to be informed of any associated program charges, levies, or conditions
- appeal service provision decisions
- refuse a service and terminate services at any time
- withdraw consent for the release of personal information at any time.

You have a responsibility to:

- treat staff with respect and courtesy
- inform staff if there is a risk to their or your health and safety
- provide relevant and up-to-date information to ensure quality service provision—this may include changes to medical treatments or conditions
- notify the program coordinator, as soon as possible, of any changes to medication if appropriate
- provide medication in accordance with FSG Australia policy
- provide, as a minimum, 24-hour notification if:
 - you are not attending program/activity
 - you do not require a staff member to attend a booked shift e.g. you are sick or away on holidays
- inform the program coordinator of other services you access if this ensures a coordinated approach to service delivery
- request changes to the provision of support as your needs change
- work in partnership with staff members to achieve a service which meets your needs
- pay accounts by the due date
- express grievances and complaints as per the FSG Australia grievance and complaint policy (see Grievance and Complaints Fact Sheet).