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**SOLUTIONS**

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# **Person-Centred Support**



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# Person-Centred Support

YOU are at the centre of the service we provide to you. This means:

- you are in control of your own plans
- we encourage you to make the decisions which impact your life
- we listen to you and consult you
- we are responsive to your needs
- we support you to engage with your family, friends and community as you choose
- we work to maximise independence in your daily life activities
- we support you to be mentally and physically active
- we encourage your feedback.

Above all, we want you to feel included and play an active role in decisions about the support we provide.



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## YOUR RIGHTS AND RESPONSIBILITIES

We respect your right to human dignity at all times. We acknowledge that people living with a long-term physical, mental, intellectual or sensory disability face many barriers to full and equal participation in society. We support the protection and full enjoyment of your rights and fundamental freedoms under the United Nations Conventions and Australian and West Australian laws.

As an NDIS participant you have the right to:

- be safe
- be respected
- receive good quality services
- achieve your goals.

As an NDIS participant you also have responsibilities. We want to work together to achieve your goals, so we need you to:

- let us know if there is something that needs to change or improve
- tell us if you are unsure about any aspect of our services or fees
- let us know in advance of any shifts you need to cancel or when you are unable to attend a program
- treat our staff politely and with respect — just the way you deserve to be treated.



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## **PROTECTING YOUR PROPERTY AND MONEY**

Our staff do not handle your money directly.

We respect your right to have your money and your personal property protected. Where possible, we encourage you to have full control of your funds. We support you to manage your money by learning the skills of budgeting, shopping and paying your bills.

We encourage you to have additional support and an advocate if needed.



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