

Your Rights



You have many rights.

We help you understand your rights and use them to reach your goals.

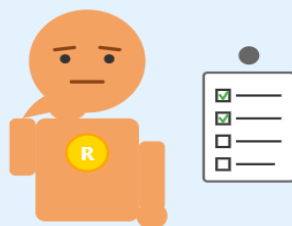
★ **TASSK does not discriminate**

Everyone can access our services

You have the right to:

- Have your legal and human rights respected
- Make your own choices and decisions
- Have your culture, diversity, values and beliefs respected
- Have your privacy and dignity respected
- Get help to make informed choices
- Be free from violence, abuse, neglect, exploitation or discrimination
- Receive good quality services from qualified workers
- Agree or refuse to share your information with other providers
- Choose not to give information to NDIS if you want

Your Responsibilities



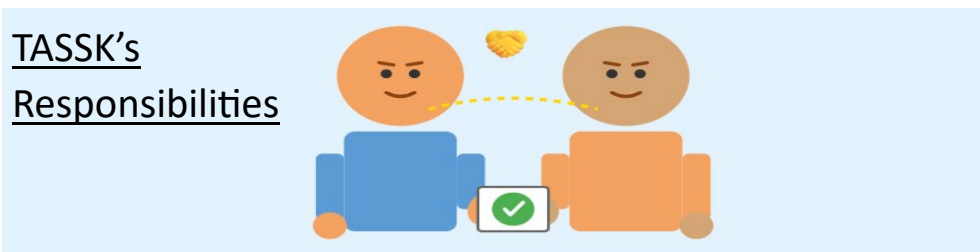
When you use our services, you have responsibilities too.

We ask that you:

- Respect staff and keep them safe from harassment

Service Charter Rights & Responsibilities

- Follow the agreement you have with us
- Tell us if you have problems with our service
- Give us information to help us support you
- Look after your health and wellbeing as much as you can
- Give us 24 hours notice if you need to cancel
- Help us check your home is safe
- Control your pets when staff are working
- Provide a smoke-free environment
- Pay for the services you receive
- Tell us in writing when you want to stop our services



TASSK will:

- Provide supports at your preferred times
- Review your supports with you regularly
- Communicate openly, honestly and promptly
- Treat you with courtesy and respect
- Discuss all decisions with you about your supports
- Listen to your complaints and feedback
- Give you 24 hours notice, when we can, if we need to change your appointment
- Keep your personal information confidential
- Support your culture, community and other needs
- Make sure you and others are safe