

Client Rights & Responsibilities

Assistive Technology Services

At Support Link Tech, we are committed to providing safe, respectful and high-quality assistive technology services. This document outlines your rights as a participant and your responsibilities when engaging with our services, in accordance with the NDIS Code of Conduct and the NDIS Practice Standards.

YOUR RIGHTS

- Be treated with dignity, respect and courtesy at all times.
- Make your own choices about your supports, including who provides them.
- Receive supports that are safe, competent and delivered with care and skill.
- Have your privacy respected and your personal information kept confidential.
- Be free from violence, abuse, neglect, exploitation and discrimination.
- Access information about our services in a way you can understand.
- Have your cultural background, values and beliefs respected.
- Provide feedback, make complaints or raise concerns without fear of retribution.
- Access an independent advocate to support you at any time.
- Receive a written service agreement before supports commence.
- End a service agreement at any time without penalty.
- Access your personal information held by Support Link Tech.

YOUR RESPONSIBILITIES

- Treat our staff with respect and courtesy.
- Provide accurate and complete information about your needs and circumstances.
- Follow the agreed terms of your service agreement.
- Use NDIS funding for its intended purpose, as outlined in your plan.
- Inform us promptly of any changes to your circumstances, goals or NDIS plan.
- Maintain a safe environment for our staff when services are delivered in your home.
- Use equipment safely and in accordance with the instructions and training provided.
- Contact us if you have any concerns about the supports you are receiving.
- Keep scheduled appointments or provide reasonable notice of cancellation.

FEEDBACK AND COMPLAINTS

We welcome your feedback. If you have a concern or complaint about our services, you can:

- Speak directly with any member of our team.
- Email us at admin@supportlinktech.com.au
- Call us on 0420 418 888.

If you are not satisfied with our response, you may contact the NDIS Quality and Safeguards Commission on 1800 035 544 or visit www.ndiscommission.gov.au.

ACKNOWLEDGEMENT

By signing below, I acknowledge that I have received, read and understood the Client Rights and Responsibilities as outlined above. I understand that I may request this document in an alternative format at any time.

Participant Name:

Date:

Signature: _____

Support Link Tech Representative:

Representative Signature: _____