

Your Rights and Working Together

Your support should reflect what matters to you. We will take time to understand your goals, preferences and the way you like to communicate.

You have the right to

- Be treated with dignity and respect, with your culture, beliefs and identity valued.
- Receive safe support, free from abuse, neglect, discrimination and exploitation.
- Be involved in decisions about your support and have information explained in a way you understand.
- Ask questions, take time to consider your options, and give or refuse consent.
- Have your privacy respected and ask to see or correct your information.
- Have a person you choose, including an independent advocate, help you express your views.
- Raise concerns without being treated unfairly because you spoke up.

Your choices guide your support

We will discuss your goals, available support, costs and arrangements with you. We will listen to your preferences about who supports you and explain what we can offer.

We will talk through the benefits and risks of your choices with you. You can ask to review your support or change your consent. We will explain any effects on your arrangements.

Working together

We ask you, with support where needed, to:

- Tell us what matters to you and let us know when your needs or preferences change.
- Share information needed to plan safe support and tell us about concerns.
- Treat workers and other people respectfully, as we will treat you.
- Let us know as early as possible if an appointment needs to change.
- Discuss your service agreement with us so the agreed costs and arrangements are clear.

If any of this is difficult, tell us. We will talk with you about what help may be needed. You do not have to manage everything on your own.

Talk with us

Email hello@anchorsupportgroup.com.au or call 1800 601 830. You can ask someone you trust to join the conversation.

For concerns about your support, see our Feedback and Complaints summary. Your rights do not depend on whether you choose to make a complaint.