Your Rights and Responsibilities

# Goulburn Options works to provide you with the best supports possible. To help us improve these supports, you can take some time to learn about your rights and responsibilities as a participant.

At Goulburn Options, you have the Right to:



* Feel Safe
* Be treated with respect at all times, fairly and without discrimination
* Access service in a safe and healthy environment
* Develop and maintain your personal identity (including gender, sexuality, cultural, religious and spiritual identity)
* Access and maintain connection to community, family and friends
* Choose your supports
* Refuse a service
* Ask an advocate to speak for you
* See any of your personal information at any time (just ask a member of Goulburn Options’ staff)
* Refuse to allow certain people to look at your personal information, or to have your personal information shared with other people
* Refuse to work with any students on placement
* Refuse to allow staff to access your home or personal belongings
* Receive 24hrs notice (where possible) if a support has been cancelled or changed
* Provide a complaint or feedback to the organisation at any time

At Goulburn Options, you have the Responsibility to:

* Participate in the supports you have chosen, or else let Goulburn Options know if you plan to be away from your supports
* Be respectful to your staff and other participants at all times
* Let your staff know if you are sick
* Tell your staff if your personal information changes, such as the medication you take, your phone number, or home address
* Make sure you pay any out-of-pocket costs
* Tell your staff if you have a problem, some feedback, or a complaint
* Tell your staff if you see something that is unsafe
* Make sure staff are safe whilst working with you in your home (make sure the environment is appropriate for work)