

# Charter of Rights



This Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Service users will be made aware of this Charter upon commencing with Nightlife's services. There is more information in our Welcome Pack.

## About us

Nightlife was started by people with a disability and their families and carers to promote rights and reduce barriers to living independently in the community [www.nightlife.org.au](http://www.nightlife.org.au). We seek to reduce:

- Constraints in the availability of supports that lead to restrictive bedtimes and impacts peoples social and emotional welfare
- Pressures on families to provide primary care
- The need for more restrictive and intrusive models of support including 24 hour or congregate care options

Nightlife is a registered Charity and a quality accredited NDIS provider. Our staff are bound by the NDIS Code of Conduct.

## Our commitment to you

We are committed to delivering high quality, flexible supports which are ethically driven, dignified, respectful and tailored to each person's unique lifestyle, culture and relationships.

## What you can expect from us

When you are in contact with our organisation, we will:

- Always treat you with respect.
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide safe services and promote health and wellbeing
- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional, or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly



## How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your needs
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better
- Let us know about changes in your health or needs, so we can better support you

## How you can participate in your services

Nightlife was developed and is directed by people with a disability and their families and carers. We encourage you to participate in, and exercise choice over service decisions. We will ensure you are aware of, and understand, the services we provide and feel informed about how we deliver our service. We are committed to supporting service users and families to participate in decisions by having accessible information and using interpreters, advocates, and cultural supports.

## How you can provide feedback

We value your feedback on how we can improve Nightlife services. Feedback can be anonymous.

You can give us this feedback by:

- Speaking directly to our staff or office team, via our web site or ask to speak to a more senior staff member.
- Contact our head office on phone [03 9532 5455](tel:0395325455) or email [enquiries@nightlife.org.au](mailto:enquiries@nightlife.org.au) or website [www.nightlife.org.au](http://www.nightlife.org.au)
- You can ask for help to access an advocate or interpreter or contact the NDIS Commission phoning: 1800 035 544 (free call from landlines)

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