

Charter of Client Rights



At DLi the people like you that use our services (clients) and your families, legal guardian, or the people that you choose to represent you, are at the centre of everything we do. We wouldn't be here without you!

While you are with us you have rights. These are things that are owed to you and that DLi must make sure that you get. Your rights are protected by law.

At the same time DLi has expectations of you (and your families, chosen representatives or guardians), and it is important that we also give you information about these.

DLi takes your rights very seriously and we work hard to make sure that your rights are respected and that you are treated well by all our staff.

We want to be clear with you about how we will work with you to make our services the best that they can be.

We have written this Charter of Rights to share with you how we want to provide our services, and clarify your part (client, family/representative/ guardian) in that.

Some of your Rights are also written into your Service Agreement.

When DLi provides you with a service, you have a right to:

- A good quality service; and we will work to National Disability Insurance Scheme quality standards.
- Choice and control - it's your life, and we will talk to you about your needs, wants and preferences with the aim of tailoring our services accordingly. If there are things that we can't do, we will discuss these with you and explain why
- Receive support that is appropriate to your needs; including support to understand information that is given to you, and support to help you make decisions, so you can do things on your own, or the way you prefer
- Be provided with accurate, relevant, and up-to-date information in the way that you are most likely to understand, including using an interpreter as needed
- Be fairly and respectfully treated regardless of your age, gender, sexuality, religion, race or ethnicity, cultural background, or disability.
- Have the support and guidance of family, friends, carers, and advocates to uphold your rights and represent you.
- Be safe from harm or the risk of being harmed, from being abused, neglected, exploited, or discriminated against
- Receive support from trained staff (who have passed recruitment and screening processes), to help you reach your goals.
- Have your privacy and dignity respected - and have your personal information stored securely and only shared with your consent (unless the law says that we don't need consent).

Charter of Client Rights



- Choose how you spend your money and your NDIS funding.
- Practice your culture and religion and to have intimacy and sexual expression
- Choose the people or community you spend your time with.
- Give feedback about our services and/or lodge a complaint; we aim to get it right, but if we don't, we want you to let us know. We also would like to know when we do something you value.

When you are a client of DLi these are your responsibilities (things you need to do)

As a valued DLi client, you have rights, but you also have a responsibility to us –

- You, your family members (including chosen representatives or guardians), and any visitors you may have, are expected to be respectful and considerate, making sure that the way you or they behave/act does not impact on anyone else including staff, other visitors, and clients. Any kind of violence, harassment or abuse towards staff or others is not acceptable.
- To be part of an assessment process, so that we can best respond to your individual needs and preferences, and to ensure that your needs (and if you are sharing a house with other clients – that those of others already in the house are compatible with you). This will help us provide the best service for you and others.
- You are expected (as far as is possible) to maintain a safe environment for staff members and others. For example, if you are receiving services in your home, keep pets away from staff members and do not smoke near staff.
- You are expected to give DLi permission to do a health and safety check of your home (if our service is going to be provided in your home), so that we can make sure that it is a safe place for you and for our staff.
- You must share relevant information about yourself, so we can provide you with safe, quality supports. This may include up-to-date information (such as on your health and any problems you have with your support or services). If you don't do this we may not be able to provide the right type of supports to you.
- You are expected to pay any agreed fees on time. If you are unable to pay your fees, please speak with a DLi Staff Member to find a solution.
- To understand that we can only provide services that you have contracted us to do in your Service Agreement.

Families

DLi understands how important families are to you. We want to work in partnership with your family and guardians to make sure you are healthy, happy, and safe.

Charter of Client Rights



We also understand that sometimes our clients may not want their families involved in their lives, and we will respect this as far as is legally possible. If you have a legal guardian or someone that has authority to make decisions on your behalf, we ask that you provide DLi with a copy of any legal paperwork you may have regarding this.

DLi responsibilities (things we need to do)

To ensure that your rights are protected DLi agrees to:

- Actively work with the you and your family, or your chosen representative, or your legal guardian to identify your wishes, your needs, and develop a support plan for you
- Work with you, and your family, or your chosen representative, or your legal guardian, to support you to exercise choice and control and make decisions.
- Respect the decisions that you make
- Assist you to access an advocate of your choosing
- Assist you look at the possible risks and benefits associated with achieving your goals.
- ensure your services are provided by workers who are qualified and skilled, and match the requirements you have set around character and personality
- Ensure your services and care are delivered in a manner that respects your choices, capabilities, preferences, interests, opinions, cultural background, and personal circumstances
- Review the supports you need and want with you and your family, or your chosen representative, or your legal guardian, on a regular basis, so that the supports we provide you meet your changing needs and circumstances.
- Respect and respond to your cultural values and beliefs.
- Communicate with you openly and honestly, in a timely manner and in a way, you can best understand, including using an interpreter if required.
- Protect your privacy and confidential information.
- Store your personal information securely.
- Inform you of how to make a complaint, to treat you fairly and impartially if you make a complaint and to work with you to resolve your complaint as far as is reasonably possible.
- Keep accurate records on the supports provided to you by DLi.
- Safety in emergencies: We will do our best to keep providing you with services during emergencies and disasters. We'll talk to you about our emergency plans to make sure they meet your needs.
- Investigate any incidents that occur to you and follow the NDIS (Incident Management and Reportable Incidents) Rules, and;
- Not provide you with financial advice.

Charter of Client Rights



How can you provide feedback?

There are a number of ways you can provide us with feedback. They include:

- if you are a client – you can talk to our staff, who will support you to make a complaint or provide feedback
- calling us on (08) 8132 5400
- emailing us via admin@dli.org.au
- through this website www.disabilityliving.org.au/contact-us/
- in person at our head office (6 George St, Stepney) or
- by mail to Complaints/Feedback – Disability Living Inc.
6 George St, Stepney, SA 5069

Document History				
Version	Summary of Changes	Date approved	Approved by	Date of next review
1.0	New document	21/6/23	Sam Hellams	June 2026
2.0	Updated to include continuity of supports during emergencies	27/7/23	Sam Hellams	July 2026