

Your Rights and Responsibilities

When you choose to use Catalyst Training and Disability Services you have **both rights and responsibilities**. It is important to us that you fully understand these rights and responsibilities – it is central to our commitment

YOUR RIGHTS

- To be treated with **respect and dignity** without discrimination (cultural background, race, religion, age, disability, gender, sexual preference, beliefs, economic status)
- To be provided with a service in a safe and secure environment **free from abuse and neglect**
- To be given **information** about our services in a format that suits you
- For your **Privacy and Confidentiality** to be respected and protected
- To have **access to your personal information** which is held by us
- To be actively in control of, and involved in, **decisions** made about you
- To make a **complaint without fear of retribution** and have it dealt with fairly and objectively
- To have information about and your access to a **support person or advocate**

YOUR RESPONSIBILITIES

- To treat Catalyst staff and other Catalyst participants with **respect**
- To **respect** the rights of others including their rights to privacy
- To **give us feedback** about the supports you are receiving
- To be **responsible** for your choices and decisions – and be **actively involved** in the decisions about your supports and plans
- To **make a complaint** if you are unhappy about any aspect of the supports you are receiving
- To **tell us if things change** for you and keep us up to date with your personal details
- To **pay** any fees or associated with your service promptly
- **Tell us if you want to leave our service.**