

Rights and Responsibilities

When receiving services from catalyst training and disability services you have rights and responsibilities.

Participant Rights

- To be treated with respect and dignity without discrimination (cultural background, race, religion, age, disability, gender, sexual identity, beliefs, economic status)
- To be provided with service in a safe and secure environment free from abuse and neglect
- To be given information about catalyst services in a relevant format
- Privacy and Confidentiality to be respected and protected
- To have access to personal information
- To be actively in control of, and involved in, decisions made about them
- To make a complaint without fear of retribution and have it dealt with fairly and objectively
- To have information about access to a support person or advocate

Participant Responsibilities

- To treat catalyst staff and other catalyst participants with respect
- To respect the rights of others including their right to privacy
- To give us feedback about the supports they are receiving
- To be responsible for their own choices and decisions – and be actively involved in the decisions about supports and plans
- To make a complaint if the participant is unhappy about any aspect of our service
- To inform us if the participant's circumstances change and/or the funding in their NDIS plan changes