

PARTICIPANT CHARTER

In2Change- Our responsibilities

We will:

- *Provide you with the service you ask for.*
- *Be open and honest about the work that we do.*
- *Explain things clearly.*
- *Treat you politely and with respect.*
- *Include you in all decisions made about your supports.*
- *Let you know what to do if you have a problem or a complaint.*
- *Listen to your feedback and will fix any problems quickly.*
- *Let you know if we want to end the agreement.*
- *Make sure your information is correct and up to date.*
- *Keep your information private and will ensure it is stored securely.*
- *Obey all the rules and laws that apply. This includes the National Disability Insurance Scheme Act 2013 and the National Disability Insurance Scheme Rules.*
- *Provide activity statements on request to show you the work we have been completing on coordinating our supports.*
- *Review our agreement and services with you on a regular basis. The agreement will also be reviewed at any time on your request.*
- *At any time throughout the service agreement both parties can end this agreement by providing 24 hours' notice. On notification discussion will be held regarding transition arrangements for support coordination with you and the NDIA.*

Participant- Your responsibilities

When you sign the service agreement it means that you agree to do the things that are expected of you. These are called your responsibilities.

Your responsibilities are:

- *Share your expectations with your support coordinator, what supports you want and how you want to receive them.*
- *Complete all the required paperwork to the best of your ability.*
- *Be polite and respectful with staff who work with you.*
- *Tell In2Change if you have any problems or concerns.*
- *Maintain a smoke free working environment for our team.*
- *Tell your support coordinator if you cannot make a scheduled appointment. If you miss an appointment or cancel it without giving us notice, we will charge the time including travel costs from your plan as applicable.*