



Rights & Responsibilities

Karakan embraces diversity and values the inherent uniqueness of every person. We recognise the importance to offer opportunities that enable people to participate as fully as possible in making informed decisions about their own lives. Throughout the journey that people share with us, we strive to provide clarity about their rights, responsibilities and who is responsible for upholding these.

Karakan agrees to:

- provide supports in a manner consistent with relevant legislation
- keep accurate records on the service/supports provided
- treat all people with courtesy and respect
- communicate openly and honestly in a timely manner
- communicate with you in a way that you will understand. This includes your right to an interpreter or other modes of communication
- consult with you on decisions about how service/supports are provided
- adhere to your expressed consent
- protect your privacy and confidential information
- respect your right to dignity of risk and choice of activities
- respect your right to access your culture, values, and beliefs
- respect the role of family, carers and advocates
- assist you to always exercise your legal and human rights
- provide information on how to raise complaints and how complaints are managed
- listen to, and value your feedback, and resolve any concerns or problems quickly.

We ask our clients and/or their representatives to agree to:

- treat Karakan employees with courtesy and respect
- share information with Karakan that is relevant to the service and supports delivered
- inform Karakan about how you wish the service/supports to be delivered to meet your needs
- raise concerns about the service/support being provided
- let Karakan know as soon as any changes occur in your circumstances that will affect the service/support.
- understand that to act lawfully, Karakan may have to negotiate changes to the way that supports are being delivered. This may be due to our obligations under the employment award, Fair Work Act, Work Health and Safety Act, and other legal frameworks.
- ensure invoices are paid as per your service agreement/s with us
- if you are self-managing your NDIS funding, you need to ensure all associated reporting requirements are completed
- if your NDIS funding is plan managed, you need to ensure that your plan manager reasonably performs their duties in the payment of invoices
- cooperate with Karakan to resolve issues that arise during the provision of services
- let Karakan know immediately if your NDIS plan is suspended or replaced by a new NDIS plan, or you stop being a NDIS participant.

Also refer to the *Continuity of Supports*, *Client Feedback and Complaints* and *Client Privacy and Consent* resources available on our website.