

# Service Charter

Bloomington Care respects and fully commits to upholding the rights of all people, including those with disabilities. Bloomington Care is also committed to ensuring you are aware of your rights and responsibilities and are supported to exercise them.

Bloomington Care is required to comply with Victorian and national disability legislation. We are also guided by the United Nations Convention on the Rights of Persons with Disabilities, which states that people with disability should enjoy the same human rights and fundamental freedoms as any other person.

## Your rights

- Receive high-quality services which are appropriate to your needs;
- Be treated with courtesy and respect by Bloomington Care employees;
- Receive care that respects your culture, beliefs, values and characteristics.
- Be actively involved in decisions about your support;
- Be clearly informed about services options and costs;
- Receive help to understand any information you are given;
- Request the support and guidance of family, friends, carers and independent advocates to uphold your rights and represent you;
- Have the right to an advocate including information on how to access one;
- Refuse a service and not be discriminated against for future services.
- Receive services in surroundings that ensure privacy;
- Have your personal information kept private and confidential;
- Access your records and ask for information to be corrected if it is wrong.
- Provide feedback to Bloomington Care including compliments or complaints about the care and services you receive. (You can speak to a staff member or email [info@bloomingtoncare.com.au](mailto:info@bloomingtoncare.com.au));
- Have complaints investigated and to have the appropriate steps taken to resolve the issue;
- Contact the NDIS Quality and Safeguards Commission if you are not satisfied with the response you receive from making a complaint to Bloomington Care.



- There are many ways to make a complaint to the NDIS Quality and Safeguards Commission:
  - Call on [1800 035 544](tel:1800035544)
  - Fill out the online complaint form on the following link  
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF> and they will call you
  - Use TTY on 133 677
  - Use National Relay Service and ask for [1800 035 544](tel:1800035544)
  - Use an interpreter.

### Your responsibility

- Inform Bloomington Care about how they wish the supports to be delivered to meet the participant's needs;
- Treat Bloomington Care with courtesy and respect;
- Talk to Bloomington Care if the participant has any concerns about the supports being provided;
- Give Bloomington Care a minimum of 24 hours' notice if the participant cannot make a scheduled appointment, noting that if the notice is not provided by then, Bloomington Care cancellation policy will apply;
- Let Bloomington Care know immediately if the participant's NDIS plan is suspended or replaced by a new NDIS plan, or the participant stops being a participant in the NDIS.
- Respect the privacy and confidentiality of others.
- Provide a safe environment for Bloomington Care staff visiting your home;