

Clients have the right to:

- receive humane service, with respect and consideration
- privacy and confidentiality when seeking or receiving care except for life threatening situations or conditions
- confidentiality of your records
- receive accurate information about the products and services we provide to you
- choose to purchase from another provider if we do not have the particular product you want
- When ASTEC needs to consult with you in regard to your product or service, you have the right to participate actively in decisions regarding your wants and needs
- be informed about any legal reporting requirements regarding any aspect of evaluation for the appropriate aide or device
- a copy of your records upon request and written authorization
- make complaints or report breaches in their rights in a fair and transparent manner
- review and amend your stored data
- make use of an independent advocate, family member or guardian in your dealings with us
- the dignity of risk in decision making
- a copy of any fees and charges relating to your purchases
- we acknowledge that if consultation is needed in regard to your product or service that your family members, your therapist(s) or advocate(s) are free to be involved in the assessment of your needs
- be supported to develop and maintain your identity (including personal, gender, sexuality, cultural, religious and spiritual identity)
- be supported by ASTEC to connect to an appropriate service, if ASTEC see or are made aware of abuse or neglect which is causing harm to you

Note: We will follow the NDIS Commission's advice in the [Reportable Incidents Detailed Guidance for Registered NDIS Providers](#) if we become aware of any circumstance resulting in harm to you

Clients have a responsibility to:

- provide complete information about one's situation, to enable proper evaluation of your requirements
- ask questions to ensure an understanding of their situation
- show respect to ASTEC personnel and other clients
- pay bills in a timely manner

- use prescribed or customised equipment for oneself only
- if staff are attending your premises, maintain a safe home, clear of obstructions and all animals restrained.