



BLUE MOON

INDEPENDENT SUPPORT

Your Rights With Blue Moon

CLIENT INFORMATION

Knowing your rights makes it easier to have a genuine say in the support you receive.

When Receiving Support, You Have the Right To

- Be treated fairly, respectfully and with dignity.
- Make choices about your life and participate in decisions about your support.
- Communicate in the way that works best for you wherever reasonably possible.
- Have your culture, identity, values, beliefs and personal preferences respected.
- Have privacy during personal care and other support activities.
- Know what personal information is being collected and why.
- Ask questions and receive information in language and terms you can understand.
- Have an advocate, family member, representative or support person involved where you choose and where appropriate.
- Say no to or withdraw consent from an individual support task, subject to safety, legal and contractual considerations.
- Raise concerns, give feedback or make a complaint without being threatened or treated unfairly.
- Receive support free from violence, abuse, neglect, exploitation and discrimination.

Choice and Control

Blue Moon aims to support your right to make decisions and have meaningful control over your supports. You should have enough information to understand your options and be involved in decisions that affect you.

Privacy and Dignity

Your dignity and privacy matter whether support is happening at home, in the community, during personal care, at an appointment or through communication with Blue Moon.

If Something Does Not Feel Right

Please speak up. You can raise a concern directly with Blue Moon and you may also seek help from an advocate or an appropriate external complaints body. You do not have to manage a concern alone.