

# OUR RESPONSIBILITIES

## WE AGREE TO:

- treat you with courtesy and respect;
- communicate openly and honestly, in a timely manner;
- work with you to provide services that suit your needs;
- review your services with us when needed, at a minimum every 3 months;
- give you information about managing complaints or disagreements;
- give you sufficient time to consider and review your options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit;
- give you information on how to change or cancel supports;
- plan and coordinate any transitions to and/or from our services;
- listen to your feedback and resolve problems quickly;
- protect your privacy and confidential information;
- respect your right to autonomy, intimacy and sexual expression;
- comply with all internal policies and procedures, which can be accessed on request;
- follow all relevant laws, including the *National Disability Insurance Scheme Act 2013* and rules, Australian consumer law, and the *Privacy Act 1988*;
- give you a **minimum of 24 hours' notice**, where possible, if MI Health Solutions needs to cancel, or change, a scheduled service; and
- keep accurate records, and issue regular invoices and statements of supports provided.

# YOUR RESPONSIBILITIES

## YOU AGREE TO:

- collaboratively work with us to ensure that services meet your needs;
- treat us and our staff with courtesy and respect;
- communicate openly and honestly with us, and promptly discuss any concerns about our services that we provide to you;
- provide us with any plans and/or assessments necessary to deliver safe and quality services e.g. positive behaviour support plan;
- reduce identified risks e.g. within your home, when our staff are delivering services;
- pay all invoices for agreed services, transport, and/or other expenses **within 14 days**;
- let us know if there is a change to your NDIS plan, if it is suspended, replaced by a new plan, or if you stop being an NDIS participant.