



At Lifeplan, we look after your Rights.

As a customer of Lifeplan, we will treat you with dignity and respect.

We will not discriminate against you in any way, including:

- Gender
- Age
- Religion
- Disability
- Whether you are married or not
- Race

While you are a customer of Lifeplan, we will always:

- Listen to you
- Listen to and respect your choices
- Make sure that you are in control of your service
- Help you to decide on your goals

We will keep your information private and confidential.

Lifeplan staff will ask for your **consent** before collecting or sharing any of your information.

This might include:

- Details like your name, address, phone number and date of birth
- Details of your support network, like your parents or Guardian
- Information like your medical plans
- Other information like your NDIS Plan
- Information from other services you use.

We will look after your information and make sure that it is secure.

At all times we will ensure that you are in a safe and healthy environment which is free from any abuse or neglect.

Lifeplan has a Charter of Rights.

The Charter explains how Lifeplan will support you. You can ask for a copy of the Charter. It is also within your Service Agreement.

You have the right to complaint.

At any time, you have the right to **complain** about Lifeplan and our staff.

You can complain to Lifeplan:

- Make a complaint by speaking to the person
- Write a letter:
 - to a staff member
 - the CEO of Lifeplan
- Send a letter: 122-124 Mills Street, Welshpool, WA 6106
- Call (08) 9277 7223

You can also contact the NDIS Commission:

Call: 1800 03 55 44

Or go to their website:

www.ndiscommission.gov.au