

Help in your language



We can arrange interpreters to help people who speak little or no English or whose first language is Auslan (Australian Sign Language). This service is free.

Please talk to your service provider if you need help.

Confidentiality

You have the right to expect that the information you share with us will be kept confidential.

Let us know what you think

Listening to your feedback helps us improve our services. If you want to give a compliment, complaint or suggestion, please:

- Fill in a **Consumer Feedback form** (available at all reception areas)
- Send us an email hello@glch.org.au
- Fill in our online feedback form at glch.org.au/get-involved/feedback/
- Talk to one of our staff.

If you are unhappy with how your feedback has been dealt with, you can contact the NDIS Commission.

Telephone **1800 035 544** or visit ndiscommission.gov.au



We acknowledge the traditional owners and custodians of the lands and waters where we work and live. We celebrate the diversity of Aboriginal and Torres Strait Islander people, their continuing culture and enduring connection to country, and pay respect to Elders past and present..

Everyone is welcome at GLCH. We are committed to including all people, embracing diversity and eliminating all forms of discrimination.



f @ in Jan 2024

NDIS Participants Rights and Responsibilities





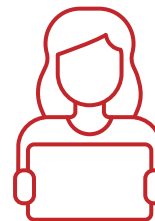
You have the right to

- Access the care you need
- Safe and high quality care
- Be treated with dignity and consideration
- Have your cultural needs respected
- Be included in decisions about your care
- Access information in a language you can understand
- Expect that anything you tell us is kept private
- Have someone speak on your behalf
- A second opinion
- Refuse our help at any stage
- Access your client record.



How you can help us

- Treat our staff and other clients with respect
- Tell us if you do not understand what you have been told about your treatment or care
- Tell us if there is a change to your health or your circumstances. This includes your address and telephone number
- Keep your appointments or let us know if you can't
- Keep your home safe for us to visit you. This includes tying up your pets.



Information we collect about you

We ask you for your information to help us treat and care for you.

We will not use or tell anybody your information unless it is needed for legal reasons.