

# Participant Residential Rights & Responsibilities

## What you can expect at Araluen

- You have the right to live in a home that is safe, clean and well looked after.
- You have the right to know the rules of your home.
- You have the right to be told about rent and any other costs.
- You have the right to use your own room and shared areas fairly.



You have the right to be treated with dignity and respect.

Everyone at Araluen must treat each other with respect, including staff.

Respect means caring about how you feel and supporting your wellbeing.

Araluen will make sure you are supported by staff who have the right skills and training to meet your needs.

Araluen will listen to you about your needs, goals and what is important to you. Your supports should be based on what you tell us.

Araluen will respect the choices and decisions you make. If you want help to make a decision, staff can give you information so you can make the choice that is right for you.

Araluen will ask for your feedback about the services you receive. This helps us know what is working well and what could be improved.

Araluen will provide safe and accessible places for you to live and receive support. We will respect your privacy, personal space and right to feel safe.

## Your Rights

You have the right to make choices about the supports you receive.

You have the right to work towards your goals, interests and dreams.



You have the right to have your choices and decisions respected.

You have the right to receive information that helps you make choices that are right for you.

You can ask someone you trust, such as a family member, carer or advocate, to help you make decisions and speak up about your needs and choices.

You have the right to be treated fairly and with respect at all times.

You have the right to be treated equally, no matter your age, gender, disability, culture, beliefs or background.

Staff cannot come into your room whenever they want.

Staff must enter your room respectfully and only stay for as long as needed.

Araluen can only enter your room without telling you first in special situations, such as an emergency or when urgent repairs are needed.

You have the right to feel safe and be free from harm.

If someone makes you feel unsafe, you should tell someone you trust.

Staff must listen to you and take your concerns seriously.

You have the right to make a complaint about any support or service you receive.

You can ask for help to make a complaint.

Araluen must listen to your complaint and respond to it.

You can also use the complaints and grievances process.

You have the right to have your personal information kept private.

## Your right to privacy in your room

Staff cannot come into your room whenever they want.

Staff must knock, enter respectfully and only stay as long as needed.

Araluen can only enter your room without telling you first in special situations.

For example, this may happen in an emergency or if urgent repairs are needed.



## Your Responsibilities

You should:

- Tell Araluen if you are worried about the support you receive.
- Tell Araluen if your needs change.
- Tell Araluen if your situation changes, including changes to your NDIS funding or plan.
- Treat staff and other people with respect.
- Work with Araluen to help keep the home safe and respectful.
- Give Araluen up-to-date information about your needs and goals.
- Pay for the supports and services you receive.



You should also:

- Pay your rent and other agreed costs on time.
- Look after your room and shared areas of the home.
- Not damage the property on purpose.
- Tell Araluen if something is broken or damaged.
- Help pay for damage if you caused it on purpose.
- Follow the house rules.
- Follow your residency agreement.
- Respect other people who live in the home.
- Use shared spaces respectfully.
- Not do anything illegal in the home.
- Help keep the home safe and free from risks.
- Ask for permission before installing anything that cannot be easily removed.
- Only keep pets if you have permission.

## Community Visitors

You can ask to speak with a Community Visitor.

A Community Visitor is independent and does not work for Araluen.

They help make sure people are safe, respected and treated fairly.



A Community Visitor may visit the home with notice or without notice.

They may look at parts of the home and ask questions.

You can choose whether you want to talk with them.

## If you need to move temporarily or leave the home

Sometimes Araluen may ask you to stay somewhere else for a short time.

Sometimes Araluen may ask you to move out of the home.

This may happen if there are serious concerns or important rules are not being followed.

If this happens, Araluen will explain why and talk to you about what will happen next.

You can ask someone you trust, such as a family member, carer or advocate, to support you.

