

## Your Rights and Responsibilities



This fact sheet explains how we will work with you, what your responsibilities are, and how you can give feedback or make a complaint if you're not happy.

### What you need to do

- Share important information – like your contact details, medical conditions, medication, or NDIS plan.
- Respect others - Be respectful to Intelife staff, volunteers, other participants, and property. Keep private information confidential.
- Be ready on time – If we are picking you up, please be ready at the agreed time and place.
- Speak up - Tell us if you are not happy with the support you're receiving.
- Follow our policies (available on our [website](#)).
- Let us know if you can't make it - Give more than 7 days' notice if you can't attend a support. If you cancel with short notice (7 days or less) you may be charged.
- Talk to us about cancellations - if you cancel a lot, we'll need to talk to you to understand what's going on
- Plan ahead - let us know at least 2 week before if you plan to take time off or want a change to your roster.
- Give feedback - Help us to improve by sharing your ideas.

### Your Rights

You have the right to:

- Be treated with dignity and respect
- Make choices about your goals and activities
- Request supports that match your NDIS plan and funding
- Help develop your support plan
- Privacy and confidentiality – you can ask to see your personal information
- Access Intelife policies at: [intelife.org/about/resources](https://intelife.org/about/resources)

## What Intelife Will Do

We will:

- Review your supports every 12 months.
- Provide supports that meet your needs and preferences (where possible).
- Talk with you about how services are delivered.
- Communicate clearly and honestly.
- Keep your information private and confidential.
- Treat you with courtesy and respect.
- Help you understand how to give feedback or make a complaint.
- Give you at least 24 hours' notice if we need to change a service or appointment (where possible).
- Plan ahead for emergencies - Each year during your support planning, we'll check for any risks and assess whether a service disruption (like during an emergency or disaster) could affect your health and wellbeing, or daily needs. If you rely on Intelife for daily support, we'll create an Emergency and Health Response Plan to make sure you continue to get the help you need.
- Follow all laws, including the NDIS Act and Australian Consumer Law.
- Keep good records.
- Follow up if you don't attend a scheduled service and don't tell us.

## Feedback and Complaints

If you want to give feedback or make a complaint, you can:

- Call: (08) 6169 1100
- Email: [feedback@intelife.org](mailto:feedback@intelife.org)
- Online: Visit <https://intelife.org/contact/feedback/>
- Post: Write to General Manager Support Services  
Intelife, 11 Kirke Street, Balcatta WA 6021

You can also:

- Use an advocate: Find one at the Disability Advocacy Finder at: [Disability Advocacy Finder](#)
- Still not happy? Contact the NDIS Quality & Safeguards Commission  
Call 1800 035 544 or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)