

Rights & Responsibilities Policy

Grow Support Services respects and fully commits to upholding the rights of all people in accordance with our external compliance requirements including the *Anti-Discrimination Act 1991* (QLD), the National Disability Insurance Scheme Act and the *Australian Privacy Act*.

Grow Support Services has developed a governance framework and service delivery model to ensure all participants:

- receive person-centered supports
- have individual values and beliefs respected
- have privacy and dignity safeguarded
- are provided information to facilitate independence and informed choice
- are safeguarded from violence, abuse, neglect, exploitation or discrimination.

Grow Support Services is committed to ensuring people are made aware of their rights and responsibilities and are supported to exercise those rights at every step through their service experience.

Grow Support Services maintains a complaints and incident handling system to effectively respond to concerns or breaches. Where required, connections to additional resources, including translators and advocacy groups will be facilitated with the participant's consent.

