

Participant rights and responsibilities

Participant rights

As a participant of the CATS Program, you have the right to:

- Be treated with respect.
- Be involved in deciding what support will meet your needs.
- Have services provided to you that are person- and family-centred, and culturally sensitive and respectful of your cultural needs and preferences.
- Have a written agreement covering everything you and your service provider have agreed to.
- Have your services reviewed as your needs and circumstances change.
- Have your personal information treated with privacy and confidentiality.
- Be able to provide feedback and make complaints without it impacting on your care and services, and to have your feedback and complaint treated confidentially.
- Be kept informed of any changes to the services or care you receive, or your status on waitlists.
- Provide your informed consent to care, supports and referrals as part of the program.
- Be able to authorise someone else (such as an advocate or support person) to liaise on your behalf to access services and support if you choose.
- To have any fees that might be payable for accessing services be transparent, accessible and fair.

Participant responsibilities

As a participant of the CATS Program, you have the responsibility to:

- Be respectful to all staff and other participants.
- Give enough information to the service provider so they can understand and deliver services and programs you need.
- Understand that the program is only available on a short-term basis for low intensity supports and assistance.
- Follow the terms and conditions of any agreement for being provided services and programs.
- Provide a safe environment and reasonable access for care workers at the times that have been agreed to for services.
- Make all reasonable efforts to engage with and, if needed, transition to other services and supports that have been deemed as those that can help you.
- Make all reasonable efforts to engage in the administrative and appeals processes for other supports as needed (for example for the NDIS).
- Engage with different service providers to deliver the services suited to your needs if they cannot be delivered by a single provider or the provider of your choice.
- Understand the types of services and supports available through the CATS Program and which services and supports can and cannot be provided to you.
- Participate in any intake assessment of your needs.
- Understand that eligibility for services may mean that you may not receive services immediately due to demand, waiting lists and other factors.
- Pay any fees for services as needed.

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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