

Rights and Responsibilities



Your rights:

We will treat you with respect and dignity

We will deliver the services in your Help Plan

We will protect your privacy and confidentiality

We will communicate using your preferred way

We trust the information you give us

We respect your right to choose your supports

We will give you access to the Five Good Friends App so you can see information about your Helpers and your supports.

We have policy and procedures to deliver safe services

We will seek regular feedback from you



Responsibilities – You will:

Respect our workers right to work in a safe environment

Treat FGF staff and Helpers with respect. No abuse, discrimination or harassment

Not be rude or aggressive.

Not let other people be rude or aggressive to FGF staff or Helpers

Pay your fees and charges for the supports delivered to you

Not ask or receive supports you do not have funds for

Tell us if you have any questions or concerns

Share information we need to develop your help plan and deliver supports

Share a copy of your NDIS Plan

Tell us if your plan changes

Tell us if your needs or circumstances change

Tell us if you want to stop or change supports 14 days before you want to change

Tell us if you change your Plan Manager 7 days before you want to change



You must not:

Accept or buy supports from a FGF Helper for 6 months after you stop services with FGF

Employ a FGF Helper

Encourage or ask a FGF Helper to leave FGF