

Your rights and responsibilities

A summary of your rights and responsibilities as a Queensland Community Support Scheme service user



What is the Queensland Community Support Scheme?

The Queensland Community Support Scheme (QCSS) provides supports to people who, with a small amount of assistance can:

- maintain or regain their independence
- continue living safely in their home
- actively participate in their community.

You may be eligible for the QCSS if you are under 65 years old (or under 50 years old for Aboriginal and Torres Strait Islander people) with:

- a disability (and are not eligible for the National Disability Insurance Scheme)
- a chronic illness, mental health or other condition, or
- circumstances that impacts your ability to live independently in the community.

Your rights

As a Queensland Community Support Scheme service user, you have a number of rights. Your provider should recognise your right to:

- be treated with respect and courtesy
- stay informed and be consulted
- be part of the decisions made about your supports
- receive quality supports
- expect privacy and confidentiality
- have access to all personal information held about you by the provider
- have another person of your choice support you and advocate (speak for you) on your behalf
- have your comments and feedback valued
- make a confidential complaint if you are not happy with the supports you receive.

Your responsibilities

As a Queensland Community Support Scheme service user, you have a number of responsibilities to the people providing supports to you. You are asked to:

- notify your service provider about any changes to your circumstances that will affect the supports you need
- treat staff and volunteers with respect and courtesy
- provide a safe work environment for staff and volunteers, help them to provide you with your supports safely, and inform them if there are any potential hazards
- take responsibility for the results of any decisions which you make with staff and volunteers about your supports.

Need more information?

- Find out more about Queensland Community Support Scheme at www.qld.gov.au/qcss or call **1800 600 300** QCSS Access Point or email QCSSaccesspoint@ozcare.org.au
- For further information about Advocacy supports visit www.qld.gov.au
- If you feel your complaint with your service provider and/or QCSS Access Point isn't addressed, you can call **13QGOV** (13 74 68) or visit <https://www.qld.gov.au/contact-us>