



**Ability Beyond Boundaries Ltd (ABB)**  
Building Pathways, Breaking Barriers

# Rights and Responsibilities Policy

Website edition | Prepared 30 September 2026

## 1. Purpose and scope

ABB brings people together across generations, abilities and cultures. This policy explains the rights of people using our services and joining our activities, their shared responsibilities, and what they can expect from ABB.

It covers NDIS supports, community and cultural activities, arts programs, events, training and social enterprises, in person and online. It guides our Board, staff, volunteers, students and contractors in their work with participants, families, carers and visitors. Employment and placement obligations are also covered by relevant agreements and ABB policies.

Our approach recognises the experiences of people with disability, Persian-speaking communities and people from other cultural and language backgrounds. Everyone is welcome to seek information about appropriate programs and supports.

## 2. Your rights: respect, safety and belonging

**Dignity and equality:** Be treated respectfully, without humiliation, discrimination, harassment or assumptions about your abilities, age, gender, background or circumstances.

**Safety:** Receive services and take part in activities free from violence, abuse, neglect and exploitation. Have safety concerns taken seriously and addressed promptly.

**Culture and identity:** Have your language, values, beliefs and identity respected. You do not have to share anyone else's religious or political views to be treated fairly or access eligible services.

**Access and communication:** Ask for reasonable adjustments and information in a form you can understand, such as accessible electronic text, verbal explanations, large print or plain language. Tell us if you need Persian-language assistance or an interpreter; we will discuss suitable arrangements with you.

**Participation:** Contribute to activities and decisions in ways that suit you. You may ask for breaks, extra time, communication assistance or a quieter setting. Support needs must be considered when planning participation.

### 3. Your rights: choice, privacy and a voice

**Choice and control:** Express your preferences, set your goals and help plan and review your supports. Receive enough information and time to consider options, ask questions and seek advice. You can decline an activity or proposed support and discuss alternatives.

**Supported decisions:** Choose who helps you communicate or make decisions. ABB will speak directly with you and respect your wishes. Family or carer involvement follows your consent or lawful authority; it is not assumed merely because you have disability.

**Independence and relationships:** Have your personal relationships, autonomy and privacy respected. Make informed choices about ordinary life risks, with support to understand benefits and possible harm. Safety planning should support your goals and consider others' rights.

**Privacy and consent:** Know what personal information ABB collects, why it is needed and when it may be shared. Ask to access or correct your information, subject to legal requirements. Information is shared with consent or where otherwise permitted or required by law.

**Photos and stories:** Decide whether ABB may use identifiable photos, recordings, artwork or personal stories for publicity. Publicity consent is voluntary and separate from agreeing to receive supports. You may withdraw it for future use; ABB will explain any practical limits on recalling material already shared.

**Clear costs and arrangements:** Receive understandable information about eligibility, availability, costs, bookings, cancellations and changes before committing. NDIS participants can discuss their support arrangements, charges and payment method in a service agreement and review invoices or claims.

**Advocacy and feedback:** Use a chosen support person or independent advocate, make suggestions or complaints, and seek external help without retaliation. Raise a concern even if you cannot write it down or are unsure what happened.

**Changing or leaving:** Ask to change supports or leave a program or provider. ABB will explain any agreed notice or lawful charges and discuss a safe transition where ongoing support is needed.

### 4. Your shared responsibilities

With assistance where needed, we ask you to:

- Respect other people's dignity, personal space, cultural differences and right to say no.
- Avoid threats, harassment, violence, exploitation and unwanted contact.
- Respect confidentiality; ask before photographing, recording or sharing someone else's information.
- Follow reasonable safety instructions and use facilities and equipment responsibly.
- Share information relevant to safe support, as you are able, and let us know about important changes.
- Tell us as soon as reasonably possible if you cannot attend, and discuss agreed fees, bookings or cancellations.
- Let us know when something is unclear or you need an adjustment. You may ask someone to help.

## 5. Fair and supportive expectations

Responsibilities will be explained in a way you can understand. ABB will consider disability, distress, communication barriers, cultural needs and individual circumstances before responding to concerns about conduct. A difficulty communicating, needing assistance or making a complaint is not misconduct.

Your rights to dignity, safety and fair treatment do not depend on signing this policy or managing every responsibility independently. ABB will offer reasonable adjustments and consider supportive solutions while protecting everyone's wellbeing.

If serious or ongoing conduct creates a safety risk, ABB may need to change arrangements or temporarily pause an activity or service. We will explain the reasons, hear your views, consider adjustments and less restrictive options, and provide a way to seek review. Where ongoing disability supports are affected, we will address continuity and transition needs as far as practicable. Urgent protective action may be needed first.

## 6. ABB's responsibilities

ABB will:

- Explain rights, responsibilities and service arrangements at entry and when they change.
- Provide supports within our competence and available resources, with suitable training, screening and supervision.
- Respect informed consent, professional boundaries and the person's chosen support network.
- Identify barriers, consider reasonable adjustments and communicate access limitations honestly.
- Keep information secure and explain the limits of confidentiality.
- Respond to concerns fairly and promptly, meet applicable safeguarding and reporting obligations, and help people access advocacy.
- Discuss changes and disruptions and plan continuity of essential supports where practicable.
- Use participant feedback to improve services and review this policy.

For children and young people, ABB will use age-appropriate communication, listen to their views, and meet child safety and applicable consent requirements. We will involve parents, guardians or other authorised people as appropriate while respecting the child's safety and privacy.

## 7. Questions, complaints and external help

Speak to any ABB staff member, contact the Executive Director, or use the details or enquiry form on our website Contact page. You may raise a concern verbally, in writing or through a chosen representative. If it concerns the Executive Director, ask for referral to another Board member. You can ask for help with language or communication.

For concerns about NDIS services or workers, contact the **NDIS Quality and Safeguards Commission: 1800 035 544**, or [ndiscommission.gov.au/complaints/report](https://ndiscommission.gov.au/complaints/report). You do not have to complain to ABB first. For immediate danger, call **000**.

## 8. Review and related policies

The Board and Executive Director will review this policy annually and when feedback or requirements change. Read it alongside ABB's Code of Conduct, Confidentiality, Feedback and Complaints, and Violence, Abuse, Neglect, Exploitation and Discrimination policies, and any relevant service agreement. This policy does not remove legal or consumer rights.