



Your Rights

i'ara Specialist Support Coordination

As a person accessing support from i'ara Specialist Support Coordination, you have rights that we are committed to upholding in everything we do. This page sets out what you can expect from us, and how to raise it if we're not meeting that standard.

You Have the Right To:

- Be treated fairly and with respect, and be safe from violence, abuse, neglect, exploitation or discrimination.
- Make your own choices and decisions about your life and your supports.
- Freedom of expression, self-determination and decision-making.
- Have your culture, diversity, values and beliefs respected.
- Have your privacy and personal information protected.
- Be supported to make informed choices that maximise your independence.
- Access your file, and ask us to fix anything that's wrong.
- Use an advocate or support person of your choice, at any time.
- Receive supports overseen by strong governance and well-managed risk and incident systems.
- Receive services from Support Coordinators who are competent and skilled in person-centred support.
- Give feedback or make a complaint at any time, without it affecting your supports.

How We'll Support These Rights

We will explain this page, and your Service Agreement, in a way that works for you. You can ask questions at any time. We will never stop or reduce your supports because you've made a choice we wouldn't have recommended, or because you've made a complaint.

If you'd like to know more about how we protect your privacy, see our Privacy Policy. If you'd like to give feedback or raise a concern, see our Feedback and Complaints page.

*i'ara Specialist Support Coordination, Iara Support Services Pty Ltd (ABN 83 603 688 348), NDIS Registration 4050078987.
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