

Customer Charter of Rights and Responsibilities

Objective	Statement of Rights
<p>People who use our services have the right to</p>	<ul style="list-style-type: none"> • Fair treatment – regardless of gender, religion, disability, cultural and language background or age • Honesty, respect, dignity and a regard for privacy and being an individual • Information and support to access services in the community • To be an active partner in the services they receive • Make informed decisions and choices about the services they receive • A safe, secure and comfortable environment while using the service • Quality services, appropriate to their needs and age • Support that considers their lifestyle and culture • Lodge a complaint about the service and to have that complaint resolved in a timely manner that they are happy with • Have a support person, advocate or person of their choice to represent them in matters relating to their support

Objective	Statement of Responsibilities
<p>People who use our services have a responsibility to</p>	<ul style="list-style-type: none"> • Respect other people's rights to a safe, secure and comfortable environment • Treat other clients, staff and volunteers with respect • Respect other people's rights to privacy and confidentiality • Follow the policies and procedures of the programs that relate to clients and access to support