

Client Service Charter

Your Rights and Responsibilities



RESPECT

- You will be treated with dignity and respect in a professional, courteous and caring manner with the same level and quality of care regardless of age, culture, language, disability, gender, sexual orientation, religion, personal beliefs & values or economic status
- You have the responsibility to be respectful towards everyone involved with this service including staff, volunteers and other clients
- You have the responsibility of respecting and taking care of the organisation's property
- You have the right to put forward a complaint and we will respond in a confidential, respectful and timely way

PRIVACY

- Your personal privacy will be respected and confidentiality protected, except where we have a legal obligation, and we will explain to you what this means when you use our service
- You have a responsibility to maintain confidentiality regarding information about other clients or participants in groups or programs

SAFETY

- You can expect our service to meet health and safety requirements
- We aim for you to feel safe and ensure you don't face physical, sexual, emotional or verbal abuse and have systems in place to provide for your health and safety

PARTICIPATION

- You have the right to use our service if it matches your needs and what we are funded to provide
- You have a responsibility to be an active participant in your service and will be provided with opportunities to take an active role in the decision-making process
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet your needs
- We will provide you with a range of suitable referral and support options so you can make a decision on which service you prefer to work with
- You have the right to have your children's needs considered and linked to suitable resources
- You are responsible for working with others to ensure your children's needs are met
- You have the right to receive information in a form and language that you understand including the use of an interpreter if required
- You are responsible for providing accurate information about yourself and your situation in order to receive the best service where needed

COMMENT

- We value your feedback and will regularly ask for your opinion and seek your experiences or suggestions on the services we offer