

## 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"> <li>• Fair treatment – regardless of gender, religion, disability, cultural and language background or age</li> <li>• Honesty, respect, dignity and a regard for privacy and being an individual</li> <li>• Information and support to access services in the community</li> <li>• To be an active partner in the services they receive</li> <li>• Make informed decisions and choices about the services they receive</li> <li>• A safe, secure and comfortable environment while using the service</li> <li>• Quality services, appropriate to their needs and age</li> <li>• Support that considers their lifestyle and culture</li> <li>• Lodge a complaint about the service and to have that complaint resolved in a timely manner that they are happy with</li> <li>• Have a support person, advocate or person of their choice to represent them in matters relating to their support</li> </ul>

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