

Your Rights

- Respect for your individual human worth, dignity and privacy.
- Participate fully in the life of society.
- Be informed about available services and how to participate in and contribute to decision-making.
- Have services match your ongoing needs and goals.
- Have services provided by appropriately qualified staff
- Be consulted about your needs and preferences.
- Choose from available alternatives.
- Involve an advocate of your choice.
- Have control over your own life and have a say in the services that affect you including participating in decisions concerning the type of assistance provided and the way it is provided.
- Appropriate assistance which is flexible in response to your changing needs and priorities.
- Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age.
- Expect assistance that is reliable, of high quality, culturally and linguistically relevant.
- Privacy and confidentiality (except where compelling ethical, moral or legal reasons eg, child protection legislation).
- See any information about yourself held by the service in their files (and to correct any wrong information).
- Express grievances and seek redress without fear of it affecting decisions relating to the assistance you receive.
- Have grievances about service delivery heard and dealt with in a fair and objective manner.
- Refuse a service (and refusal should not prejudice their future access to services).

Your Responsibilities

- Respect as individuals everyone involved in the service.
- Respect the rights of others including their rights to confidentiality and privacy
- Inform staff of your needs
- Read, understand and agree to any agreement before signing
- Let the service know if you are not available for an appointment.
- Let the service know if your circumstances change
- Act in a way which respects the rights of other clients and staff.
- Take responsibility for the results of any decisions you make.
- Seek a fair resolution of any complaints.