



CLIENT CHARTER

Client Rights

- You will be treated in a professional, courteous and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.
- Your personal privacy will be respected and your confidentiality will be protected, except when we have a legal obligation (and we will explain what this means when you use our service).
- You have the right to use our service if it matches your needs and what we are funded to provide.
- We will work in partnership with you to identify your needs and develop a plan with you and other agencies to meet those needs.
- You have the right to raise a complaint, and we will respond in a confidential, respectful and timely manner.
- We will inform you of your rights and responsibilities when you receive a service from us.
- You will be provided opportunities to take an active role in the decision-making processes of our service.
- Where we are making referrals on your behalf we will provide you with several suitable referral and support options, so you can decide with which service you prefer to work.
- We aim for you to feel safe and we will establish systems to ensure your protection from harm.
- You can expect our service to meet health and safety requirements.
- You will receive the same quality and level of service regardless of your gender, religious, cultural or linguistic background, sexual orientation, age, disability or family status.
- We will regularly ask you for your opinions and seek suggestions regarding the services that we offer.
- If you have a child under 16 years old, you have the right to have your child's needs considered and linked to suitable responses.

Client Responsibilities

- Be respectful of others, including staff, volunteers and other clients.
- Be respectful of the organisation's property.
- Be an active participant in your service.
- Participate in the service in a fit state (not under the influence of drugs or alcohol).
- Maintain confidentiality regarding information about other clients or participants in groups or programs.
- Provide accurate information about yourself to receive the best service.