

client charter

We will listen to you
and work with you.

By working together,
you will receive
the best service possible.

You have rights: to
be treated well, to
participate fully, to
speak out.

If we forget this, or
treat you badly,
you have the right
to complain.

This information is taken from the
Policy and Procedures focused on
Rights. If you wish to read the
entire policy, we are happy to
provide a copy. Just ask.

it's OK to Complain!

If we don't respect your rights, tell us.

Write to us:
Level 1 / 68 Charter Street
Ringwood, VIC, 3134

Phone us:
03 9758 3666

You can contact the NDIS Commission

web: www.ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

Interpreters can be arranged.

Advocates can help you complain

The National Disability Advocacy Program
can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Your Rights and Responsibilities
Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



Rights and Responsibilities

your Rights

Your right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background.



Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

your Responsibilities

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.