

## **Our Commitment to You:**

FamilyCare's staff and volunteers will listen and work with you to make sure you get the support and assistance that is right for you and your family. If we cannot meet your needs, we will help you find someone who can. This charter outlines your rights and what you need to know so we can support you.

## **Client Rights:**

FamilyCare recognises that all people who use our services have the right to

- Be treated with respect dignity and courtesy
- Freedom from abuse, neglect, exploitation and preventable injury
- Be assessed for services without discrimination
- Be informed about available services and any costs that might apply
- Be involved in decisions about the services provided
- Be informed about service options and to choose between alternatives
- Be provided with information in a way that can be understood
- Provide feedback or complain without it affecting future service support and anonymously if you wish
- Involve a support person or advocate of your choice
- Privacy and confidentiality except where the law requires disclosure
- Access the personal information we keep about you
- Have your personal, social, gender, sexual, cultural, religious and spiritual needs acknowledged and considered
- Be informed about how to access services and any wait times
- Refuse a service without it affecting your right to ask for a service in the future

## **Client Responsibilities:**

To help us support you, we ask that you

- Treat our staff with courtesy and respect
- Participate in assessment processes so we can suggest the most appropriate service
- Provide us with clear and correct information and let us know if you do not understand
- Tell us about changes in your circumstances as soon as the changes occur
- Inform us if you have special requirements, such as needing an interpreter or an advocate
- Do not offer us gifts, money or other favours
- Attend appointments and participate in activities you agree to and where possible notify us when you are unable to attend
- Provide a safe environment for our staff when visiting your home

## **We have other information that you might be interested in:**

- Program brochures
- Privacy and confidentiality procedures
- Our client service agreement
- Feedback and complaints procedure
- A Code of Conduct that applies to our staff and volunteers

If you have any questions or concerns about the information above please discuss them with your case worker or contact a FamilyCare office. This document is available in other formats upon request.