CLIENT CHARTER

Your rights and responsibilities

We listen to you and work with you. By working together, you receive the best service possible. You have rights — to be treated well, to take part, and to speak out.

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

- A safe and comfortable place to use the service.
- To make choices and decisions about the services you receive.
- The information you need to make good choices.
- Someone to help you make the best choices — an advocate or support person.
- Help to access services in the community.

YOUR RIGHT TO SPEAK OUT

- To complain about the service.
- To a reply as quickly as possible.
- If you're still not happy, to complain again, or talk with the NDIS Commission.

YOUR RESPONSIBILITIES — YOU CAN HELP

- Update your contact information as it changes.
- Keep your appointments — or let us know if you can't.
- Choose someone to support your 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.

IF WE DON'T RESPECT YOUR RIGHTS, TELL US

Write to us: Your Path Your Way Support Coordination, PO Box 255, Kinglake VIC 3763

Phone us: 1300 110 231

NDIS Quality and Safeguards Commission: www.ndiscommission.gov.au · 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 disabilityadvocacy@dss.gov.au, or write to Disability, Employment and Carers Group, Department of Social Services, GPO Box 9820, Canberra ACT 2601 — or search "disability advocate" online.

This information is taken from our Client Rights and Responsibilities Policy and Procedure. Ask us any time for the full copy.