

Gender Centre Charter of Rights & Responsibilities

CLIENTS CHARTER OF RIGHTS & RESPONSIBILITIES

The Gender Centre's Commitment

Your Rights

- You will be treated in a professional, courteous and caring manner that respects and appreciates differences related to your race, ethnicity, national origin, gender, religion, cultural or linguistic background, sexual orientation, age, disability, personal values and economic status.
- Your personal privacy will be respected and your confidentiality protected, except where we have a legal obligation and we will explain to you what this means when you use our service.
- You have the right to use our service if it matches your need, 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 your needs.
- You have the right to put forward a complaint and we will respond in a **confidential**, respectful and timely manner.
- You will be informed of your rights and responsibilities when you receive a service from us.
- We aim for you to feel safe and we will have systems in place to ensure protection from harm.
- You can expect our service to meet health and safety requirements
- We will regularly ask for your opinions, and seek suggestions on the services we offer through feedback forms, surveys and service evaluation forms
- You will receive the same quality and level of service provided to all service users regardless of your gender, religion, cultural or linguistic background, sexual orientation, age, disability, or family status.

Your Responsibilities to this service

As a service user you have a responsibility to:

- Be respectful of others, including staff, volunteers and other service users
- Be respectful of the Gender Centre's property
- Be an active participant in taking part in your case planning and management sessions and fulfilling your commitments under your case plan
- Regularly attending your casemanagment meetings with your case worker
- Actively and positively contribute to resolving your own homelessness or risk of homelessness
- 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
- Accept reasonable offers of accommodation or housing
- Provide accurate & truthful information about yourself in order to receive appropriate service.
- Ensure the safety of yourself and others within our program by following staff direction in relation to **our** health and safety requirements

Making Complaints

I understand that:

- I have the right to make a complaint (verbally or on the complaint form) about a service if I am dissatisfied with any aspect of the services provided to me by The Gender Centre
- I will be treated with respect and my complaint will be handled seriously
- I can make my complaint known directly to a case worker or where this is not resolved, to the Executive Director and if this is not resolved to the Board of Directors
- I am assured that my complaint will be kept confidential and only available to The Gender Centre staff or Board members on a 'need to know' basis to assist with the resolution of my complaint
- My complaint will be resolved within a timely manner
- If my complaint involves allegations of a criminal nature, I will be immediately informed
- The matter will be reported to the relevant authorities for investigation.

- I can make my complaint to the NSW Ombudsman or other external government bodies relevant to this service.