

Appendix 26: SHS Client Charter of Rights & Responsibilities



CLIENT'S CHARTER OF RIGHTS AND 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, religious, cultural or linguistic background, sexual orientation, age, disability, personal values and economic status.
- Your personal privacy will be respected and 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 way.
- We will inform you 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 will seek suggestions on the services we offer .

- 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.

Your Responsibilities

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
- Participate in the service in a fit state (not under the influence of drugs or alcohol)
- Maintain confidentiality regarding information about other service users or participants in groups or programs

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
- will be treated with respect and my complaint will be handled seriously
- 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
- 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 14 working days
- if my complaint involves allegations of a criminal nature, I will be immediately informed that the matter will be reported to the relevant authorities for investigation.
- can make my complaint to the NSW Ombudsman or other external body.