

Our Commitment to You:

Throughout our service system, FamilyCare will listen to and work with you to make sure you get the support and assistance that is right for you and your family. This charter outlines your rights and what you need to know so you can help us help you.

Client Rights:

FamilyCare recognises that all clients and services users 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 adverse consequence, anonymously if you wish;
- Involve an 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 service access and capacity, including any waiting times;
- Refuse a service without it affecting your right to ask for a service in the future.

Client Responsibilities:

To help us help you, we ask that you:

- Treat our staff with courtesy and respect;
- Participate in assessment processes so we can find the most appropriate service;
- Provide us with clear and correct information and inform us 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 interpreter assistance 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 appointments;
- Provide a safe environment for our staff when visiting your home.

We have other information that may be useful to you; including:

- 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 above matters, discuss them with your case worker or contact a FamilyCare office. This document is available in other formats upon request.