Your Rights and Responsibilities

Your Rights
As a client you have the following rights:

- To be treated with fairness and respect (freedom from abuse).
- To make your own decisions about your support within agreed guidelines.
- To be kept informed in a way that you can understand.
- To have the details about you treated privately and not shared with others without your agreement.
- To feel safe about complaining if you are not satisfied with our services.
- Refuse a service.
- Ask for a friend or family member to help you when talking to our staff.

Rebuilding lives through sport, arts and employment pathways
You can call us 03 9419 6672

**Your Responsibilities**

As a client you have the following responsibilities:

- To treat our staff with respect.

- To understand that we will try to do what you ask for but cannot do things that are illegal or may cause harm to you or others.

- To let us know about your issue and ask questions if you are unsure about something.

- To let us know as soon as you can if you need to change an appointment.

- To make sure your home is safe if our staff are visiting you.