

Service User Rights and Responsibilities



As a Winanga-Li Aboriginal Child and Family Centre service user YOU have the right to:

- PARTICIPATE fully in the life of society
- Express your views respectfully and be HEARD and have something done about it
- Use and receive the BEST available support
- Be treated with RESPECT in regards your values, belief, culture and human worth
- To have a SUPPORT PERSON of your choice
- Be INVOLVED in making decisions that affect them
- Involve an ADVOCATE of your choice
- Be PROTECTED from harm
- To have full CONFIDENTIALITY of your support and personal details, unless you consent to sharing the information or there is a risk of harm to themselves or others
- To be FULLY INFORMED, ask questions and be given answers about all matters concerning them
- Give FEEDBACK about the services you get and make any complaints without fear of it affecting decisions relating to the assistance you receive
- To ask for a CHANGE OF WORKER
- To READ your RECORD and add information to it
- To REFUSE a service (and refusal should not prejudice your future access to services)

As a Winanga-Li Aboriginal Child and Family Centre service user YOU have the responsibility to:

- Always treat others FAIRLY and RESPECT your privacy and independence
- Give HONEST and ACCURATE information about what's going on in your life
- KEEP appointments or let us know in advance when you can't
- PARTICIPATE in your support process
- Take RESPONSIBILITY for the decisions you've made, even when you don't like the outcome
- Tell us when you don't understand what we've told them and ask for further information
- Stay SAFE and follow the service's work health and safety instructions
- Seek a FAIR resolution to any complaints



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