

CLIENT CHARTER

We will listen to you and work with you.

By working together, you will receive

the best service possible.

You have rights: to be treated well, to participate fully, to speak out.

If we forget this, or treat you badly, you have the right to complain.

This information is taken from the *Client Rights and Responsibilities Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy. Just ask.

*it's OK to*

Complain!

**If we don't respect your rights, tell us.**

Write to us:

Occupational Therapy Helping Children

22 Marinna Road

Elanora Heights NSW 2101

Ph : 02 9913 3823

Email : hello@occupationaltherapy.com.au

**You can contact the NDIS Commission**

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au/) phone: 1800 035 544

TTY: 133 677.

Interpreters can be arranged.

**Advocates can help you complain** The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.



CLIENT CHARTER

Your Rights and Responsibilities

***your***

Rights

**Your right to be treated well**

• We will treat you with respect and dignity.

• We will treat you fairly and speak honestly.

• We will protect your personal information and only use it for the right reasons.

• We will provide good quality services that suit your needs, age, lifestyle and cultural background.

**Your right to participate**

• You have the right to a safe and comfortable place to use the service.

• You have the right to make choices and decisions about the services you receive.

• You have the right to the information you need to make good choices.

• You have the right to have someone help you make the best choices – an advocate or support person.

• You have the right to get help accessing services in the community.

**Your right to speak out**

• You have the right to complain about the service.

• You have the right to a reply as quickly as possible.

• If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

***your***

Responsibilities

**You can help**

• Make sure to update your contact information as it changes.

• Keep your appointments – or let us know if you can’t.

• Choose someone to support you make decisions – an advocate, friend or family member.

• Treat other people with fairness, honesty and respect.

• Respect other people’s right to a safe and comfortable environment.

• Respect other people’s right to

privacy and confidentiality.

• Give us honest feedback about our services.