



Rights and responsibilities for clients

You have the right to raise any problems you have in a safe and protective environment whilst at the service.

You are encouraged to be responsible in exercising your individual right to follow through with complaints that are important to you. You will be protected from any reprisal and victimisation that may occur as a result of making a complaint.

You have the right to confidentiality and privacy.

You have the right to secure, safe, comfortable and affordable accommodation. You are responsible for respecting the safety, security and comfort of others.

You have the right to be treated with respect.

You are responsible for treating others with respect. You have the right to be heard and understood.

You are responsible for hearing and understanding others. You have the right to make mistakes.

You are responsible for the mistakes that you make.

You have the right to make your own decisions and choices.

You are responsible for the decisions and choices that you make.

You have the right not to be abused (physically, emotionally, verbally or sexually).

You are responsible for not abusing others (physically, emotionally, verbally or sexually). You have the right to be accepted no matter what your circumstances are.

You are responsible for accepting others regardless of their circumstances. You have the right to be yourself.

You are responsible to yourself.

You have the right (if you choose) to appropriate, timely and practical assistance that is planned with you and offered in response to your needs and goals.

You have the right to receive the benefits of well-planned, efficient and accountable service management.

I acknowledge that I have read and understood my rights and responsibilities for this service.

Client name and signature: _____

Staff Signature: _____
