



Client Charter

Your rights and responsibilities

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.

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 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 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.

This information is part of the Client Rights and Responsibilities Policy and Procedure.

If you wish to read the entire policy we are happy to provide a copy.

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.

It's OK to complain

Your first step, please contact us

Specialist Tenancy Services
16 Marie Street, Milton QLD 4066
Phone us: 07 3139 1519
Email: robert@stsaust.com.au

You can contact the NDIS Commission

Website: 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

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "**disability advocate**" online.

