

## 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:

Horizon SDA Care Pty Ltd  
PO Box 593,  
Mooloolaba QLD 4557

Phone us:  
07 5313 3571

### **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.