



Rights and Responsibilities

As a Client, you should expect that you will:

- Be treated with respect and dignity, irrespective of culture, language, age, disability and/or lifestyle.
- Be consulted about your needs and preferences, and be able to refuse or accept assistance.
- Be involved in decisions about your assessment for services and agree with the services to be provided.
- Be provided with a clear explanation of the service/s you will receive.
- Have access to and receive professional, competent services that match your needs and are provided by appropriately qualified workers – within the scope of Centacare’s contracted program guidelines.
- Have access to information about any other services that may be of assistance and be free to choose services from available alternatives to enable you to make informed choices.
- Have access to information about Centacare Bathurst, including services offered, policies and procedures, user rights and grievance procedures.
- Be advised of any changes to services or supports.
- Be able to involve an advocate or interpreter at any time.
- Have your privacy and confidentiality respected regarding client records or any personal information held by Centacare Bathurst.
- Have, subject to the rights of others, access to any personal records held by Centacare Bathurst within the guidelines of the National Privacy Principles.
- Be able to discontinue the service or refuse to have a particular staff member of Centacare without recrimination or jeopardising future access to Centacare’s services.
- Be free to complain or express grievances about any aspect of Centacare’s services or operation, and to appeal decisions about service provision and expect to be treated fairly, promptly and without retribution.

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As a Client, we expect that you will:

- Provide Centacare Bathurst with all the necessary information to achieve a suitable service for you and your dependents.
- Ensure you advise us of any changes to your contact details.
- Respect the rights, privacy and dignity of Centacare Bathurst.
- Respect the rights of other Centacare Bathurst clients.
- Honour agreements made with Centacare Bathurst staff about service provision and support and advise us of changes in support requirements.
- Take responsibility for yourself and results of any decisions you make.
- Ensure your home is a safe and healthy place for staff or brokered services' staff when they visit your home for the purpose of providing assessments or services.
- Inform our service if you are unable to make an appointment
- Ask for a support person, if you may require one
- Pay any fees that may be required.
- To ask questions if there is anything that may be unclear
- Provide us with feedback on your experience

All clients of Centacare have the right to be treated in a respectful and considerate manner; to feel safe; to be heard and informed; and to receive high quality services.

We also have a set of expectations for those accessing our services to ensure the safety of our staff, and to ensure that we can provide you with the best support services possible.



"A Centre of Care for Communities,
Families, and Individuals"