

Service 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.

It's OK to Complain!

Write to us:

ConneXtions

PO Box 8115,

Wodonga, VIC, 3690

Call us: (02) 6024 2460

Email us: feedback@conneXtions.org.au

Web: www.conneXtions.org.au

You can contact the NDIS Commission

www.ndiscommission.gov.au

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: disabilityadvocacy@dss.gov.au

Write to them:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.

SERVICE CHARTER

YOUR RIGHTS & 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 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 ConneXtions Participant 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.