

# Kyabram Community and Learning Centre

## CLIENT RIGHTS and RESPONSIBILITIES



You have the right to raise any concerns you have in a safe and supportive environment whilst at KCLC;

### You have the right to

- confidentiality and privacy when seeking or receiving services except for life threatening situations;
- be treated with respect and consideration;
- be heard and understood;
- make mistakes;
- make your own decisions and choices;
- a safe environment free from abuse (physically, emotionally, verbally or sexually), neglect, violence and preventable injury
- be accepted no matter what your circumstances are;
- be yourself;
- (if you choose) to appropriate, timely and practical assistance that is planned with you and offered in response to your needs and goals;
- receive the benefits of well-planned, efficient and accountable service management;
- use an external advocate or support person;
- view information retained within your personal files.
- Make suggestions, give positive or negative feedback, ask questions and make complaints about your care;
- Accessible information about the availability of services
- Ask about reasonable alternatives to support through KCLC or at alternative locations
- Remove your permission to release information, provided release of information has not already occurred
- Receive and appropriate, quality service
- Choose who will be present at a case discussion, to have an advocate and to seek options
- Be treated with dignity and have your beliefs, cultural and religious practices respected
- Refuse to participate in research

### You are responsible for

- treating others with respect;
- respecting the safety and security of others;
- for the decisions and choices that you make;
- providing complete information about your problems to enable appropriate support
- Ask questions to ensure understanding and learning
- Reschedule/cancel appointment when required so another person can make an appointment
- Respect the privacy of others
- Present for services at KCLC in a state that is unaffected by substances
- Acknowledge KCLC will not allow abusive or violent behaviour
- Acknowledge KCLC may refuse service to any person whose behaviour is disruptive

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

*By signing this document, I am committing to and agreeing to engage with KCLC family services on a weekly basis. I am agreeing to meet face to face with workers at an agreed location and respond to text messages and answer phone calls in a timely manner.*

NAME: \_\_\_\_\_ SIGNATURE ..... DATE ...../...../.....