

# 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 our Incident Management Policy and Procedure.

If you wish to read the entire policy, we are happy to provide a copy. Just ask us.

## It's OK to Complain!

### If we don't respect your rights, tell us.

**Write to us:**

Red Frog for Families  
PO Box 851, Warners Bay 2282

**Phone us:**

02 8060 6499

**Email us:**

feedback@rf4f.com.au

### Contact the NDIS Commission.

**Website:**

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Phone:**

1800 035 544

**TTY:**

133 677

*Interpreters can be arranged.*

### The National Disability Advocacy Program.

**Email:**

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

**Write to:**

Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820, Canberra ACT 2601  
Or search "disability advocate" online



**RED**  
**FROG**  
FOR FAMILIES



## CLIENT 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.



# RESPECT

## 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 an advocate, friend or family member to support you make decisions.

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.