



Client Rights and Responsibilities Policy

As a client of Carers SA you have a right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.
- Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment to access services or information.
- Choose to use or not to use our services.
- A prompt service.
- Receive accurate and relevant information in a timely manner.
- Request transfer to another staff member.
- Make a complaint about the service received from Carers SA and expect that this complaint will be investigated appropriately and in confidence.
- Access your client files.

As a client of Carers SA you have a responsibility to:

- Be respectful of others, including Carers SA staff, volunteers and other clients.
- Be respectful of the rights of workers to their human, legal and industrial rights including the right to work in a safe environment (including at home visits).
- Be respectful of Carers SA's property.
- Attend services in a fit state (not under the influence of drugs or alcohol).
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by Carers SA.
- Provide accurate information about yourself in order to receive the best care.