

Service Charter

Client Rights Statement

If you are seeking or receiving a service from Suncare Community Services (Suncare) you have the right to:

- Make your own choices about your life and future.
- Respect and dignity, including respect for your culture, religion, sexual orientation, gender identification, language, age, and/or disability and to be free from discrimination.
- Have all visiting service employees to your home respect that it is your home, despite it also being their workplace at the time.
- Have access to and receive professional, competent services that match your needs and are provided by appropriately qualified workers.
- Privacy and confidentiality.
- Feel safe and free from physical, sexual, emotional and/or verbal abuse.
- Where Suncare is unable to support you, assistance to access other services.
- Make informed decisions about services and support provided to you.
- Participate in decision making about the services provided to you, including making suggestions on how Suncare can improve its services.
- Be advised of any changes to services or supports.
- Make a complaint and appeal a decision if you feel you have been treated unfairly.
- Have an advocate of your choice involved in the provision of services to you.
- Have, subject to the rights of others, access to any personal records held by Suncare within the guidelines of the *National Privacy Principles*.
- Discontinue the service or refuse to have a particular staff member of Suncare or other service provider without recrimination or jeopardising future access to Suncare services.

Client Responsibilities Statement

Suncare clients will be responsible for:

- Respecting the privacy of others (clients, staff, volunteers, and associates).
- Treating others with dignity.
- Respecting the rights of others to feel safe.
- Respecting diversity in others, including culture, religion, sexual orientation, gender identification, language, age, and/or disability.
- Providing Suncare with all the necessary information to achieve a suitable service for you.
- Honour agreements made with Suncare about service provision and support and advise us of changes in support requirements.
- Taking responsibility for yourself and results of any decisions you make.
- Ensuring your home is a safe and healthy place for service staff when they visit to provide assessments or services.