

Clients' Rights and Responsibilities.

CatholicCare aims to offer its services in a welcoming and safe environment for everyone.



Rights

You have the right to:

- be treated with respect, courtesy and honesty.
- be consulted about the services we provide and to name someone to act for you.
- expect us to provide professional quality services and do what we say we will.
- privacy, unless legislation requires other-wise. In most cases we will ask for your consent before giving information to others.
- safety while on CatholicCare property (including physical, emotional & on-line)
- be assisted if it is difficult for you to use our services because of language, cultural background or disability.
- offer compliments, complaints and suggestions so we can improve services.

Responsibilities

You are expected to:

- treat people at CatholicCare with courtesy and to respect their privacy.
- do what you have agreed to do.
- act safely at CatholicCare and provide a safe environment for staff & volunteers in your home.
- report to a manager if you have been treated unfairly by anyone from CatholicCare.
- maintain personal hygiene and appropriate dress at CatholicCare.
- not smoke at CatholicCare or while staff or volunteers are in your home.

We have the right to refuse services to you in some situations. These include:

- if you threaten, harm or cause safety risks to others or damage property
- if you are affected by alcohol or other drugs
- if you do not co-operate with reasonable instructions especially in relation to safety
- if you don't meet the eligibility criteria for services