

## CLIENT RIGHTS AND RESPONSIBILITIES

### As a client of TaskForce you have the right to:

- Be treated with dignity, respect and as an individual.
- Be treated fairly and without discrimination in relation to your ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status, religious or spiritual beliefs or your criminal record.
- Have your cultural needs respected.
- Receive quality, professional services determined by your needs.
- A supportive, safe and secure environment.
- Have your personal information remain confidential and accessible to you.
- Be given clear information on all aspects of services provided, in the mode of communication that you are most likely to understand.
- Access to an interpreter if you need one.
- Consent to, or refuse, services offered.
- Include, or exclude, any person in your care. This may include family members, friends, carers, support workers, or advocates.
- Be actively involved in the decision making about your care including regular reviews.
- Access supports free from violence, abuse, neglect, exploitation or discrimination.
- Provide feedback or complaints and have your views acknowledged, respected and well-managed.

### As an Aboriginal or Torres Strait Islander client of TaskForce, you have distinct cultural rights under Victoria's Charter of Human Rights. These include the right to:

- Enjoy your identity and culture.
- Maintain and use your language.
- Maintain your kinship ties.
- Maintain your distinctive spiritual, material and economic relationship with the land, waters and other resources with which you have a connection under traditional laws and customs.



## As a client of TaskForce you have the responsibility to:

- Treat staff and other clients with respect and courtesy.
- Never act aggressively or violently, never speak in a way that is sexist, racist or threatening.
- Respect the privacy of others.
- Participate in your care and ask questions if things are unclear.
- Do the things you have agreed to do and work co-operatively with staff.
- Accept responsibility for your personal decisions and actions.
- Tell us if your situation or your needs have changed.
- Tell us if you are unable to attend your appointment.
- Not smoke, drink, take drugs or deal drugs when in a TaskForce building or vehicle.
- Give us honest feedback about our services.

## Your feedback is important to us. We appreciate your feedback, positive and negative. You can provide feedback, or make a complaint, anonymously if you wish. To provide us with feedback, you can:

- Speak to your TaskForce worker or ask to speak to the manager of the program.
- Complete a feedback form at any of our TaskForce sites and hand it in to reception.
- Provide feedback using the Contact Us form on our website:
  - [taskforce.org.au/contact-us/feedback](https://taskforce.org.au/contact-us/feedback)

