

Client Rights and Service Charter Policy

We are committed and we promote a culture that acknowledges our client's rights.

We adhere to rights promulgated in the:

- Age Discrimination Act 2004.
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1988
- Australian Human Rights Commission Act 1986

We support fairness and human rights when delivering services to all our clients.

We ensure that our services are provided in an environment that is free from all forms of discrimination, and physical and emotional abuse or neglect or exploitation.

We empower all our staff to implement and monitor this policy.

We will notify all our clients in a language that they understand of their rights and expectations of us prior to commencing services.