

This charter sets out your rights and how you will be treated when you participate in any Woodville Alliance program or service. It also sets out your responsibilities and what you can do to help us provide the most appropriate programs and services for you.

We are committed to providing you with the services you want, and respecting your rights, including that you...

1. Be treated with respect at all times:
 - We will respect you, no matter your age, caring responsibilities, cultural background, disability status, gender, religious affiliation, sexual orientation, gender identity, intersex status, or socio-economic background
 - We will be professional, caring, courteous, sensitive and honest
2. Have support to access a service or program and make decisions on your own terms:
 - We will listen to you and treat you as an individual
 - We will provide clear information and support in ways that you can understand
 - We will provide an interpreter if you need one
 - You have the right to say no and not be involved in a program or service
3. Be safe and free from harm when using Woodville Alliance programs and services:
 - We are committed to protecting clients and staff and keeping everyone safe
 - We will take all reasonable steps to ensure your safety at all times
 - We will listen to you if you have any concerns about a service or how you have been treated, take your concern seriously, and treat it confidentially
4. Receive high quality, reliable programs and services provided by appropriately skilled people:
 - We will work in ways that recognise and support your independence and strengths
 - We will link you to the best program or service for you
 - If we can't assist you, we will try to recommend someone who can
 - We will be available when we say we will and respond to your requests promptly
 - We will do what we agreed we would, and if not able, we will talk to you
5. Have your information treated as confidential and your privacy respected:
 - We will tell you about the type of information we keep about you and why we keep it
 - We will treat your personal information as private and confidential in accordance with Australian Law

- We will not share your personal information with other people or agencies without you knowing about it and agreeing to it unless we are required by law to do so, or because we are concerned about your safety or someone else's safety

As a client of Woodville Alliance, you have responsibility to:

- Be respectful of others, including staff, volunteers and other clients
- Be respectful of the organisation's property
- Be an active participant in your service
- Participate in the service in a fit state (not under the influence of drugs or alcohol)
- Maintain confidentiality regarding information about other clients or participants
- Provide accurate information about yourself in order to receive the best service

If you have any suggestions on how we can improve Woodville Alliance, or if you are unhappy with the service you have received, or if you had a good experience, we would like to know. By listening to clients and learning from everything we do, we will continue to improve and ensure the services we provide are what you and the community needs.

You can:

- Talk directly to the Woodville Alliance staff you know or ask to speak to a manager
- Fill in the Feedback form on our website www.woodville.org.au
- Call: 02 9722 5200
- Email: feedback@woodville.org.au
- Write to: PO BOX 468 Villawood NSW 2163

All feedback will be treated confidentially, and your program and service will not be affected.

For disability services, you can contact the NDIS Quality & Safeguards Commission:

- Website: www.ndiscommission.gov.au
- Call: 1800 035 544 or TTY 133 677
- Interpreters can be arranged
- National Relay Service: call 1800 555 660 and ask for 1800 035 544, or www.relayservice.gov.au