

Client Rights Statement

OzHelp values and respects its clients by providing high quality and best practice services, which support and resource people to develop resilience and the capacity to attain their full potential. OzHelp strives to provide these services with honesty and integrity, free from discrimination and as such believe it's vital that as a client you understand your rights

Understanding your rights when accessing our services is central to our work.

You have a right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences in relation to your age, culture, race, religion, language, disability, gender, sexual orientation, marital status, pregnancy status and personal values;
- Be provided with a safe environment when accessing our services;
- Receive open, timely and appropriate communication that informs you about the range of our services or other support and advocacy services as appropriate;
- Expect your personal privacy and records will be respected and confidentiality protected to the greatest extent permitted by law;
- Request transfer to another staff member or request a staff member of another gender;
- Choose to use or not to use our service;
- Receive accurate and relevant information in a timely manner;
- Nominate if you wish to have (or not have) others involved in your care if doing so does not impose serious risk to you or others. This will be discussed with the counsellor or field officer; and
- Provide feedback about the service received and expect that this feedback to be investigated appropriately and confidentially.