

CLIENT CHARTER

Rights and Expectations

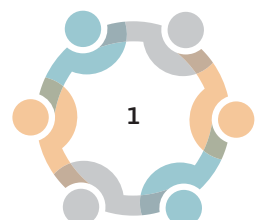
Carelink is committed to working with clients to improve their experience and outcomes. We work together as partners, treating one another with respect and trust.

Service standards

As a client of Carelink you have a right to expect that:

- you will receive a high-quality service
- you will be listened to and treated with respect and dignity
- we will promote and facilitate collaborative partnerships with you and health services providers
- our staff will maintain a positive practice culture that is conducive to enabling your autonomy, self-determination and recovery
- your views will be respected and that staff will work with you in making a plan to address your needs
- you will receive information and support in helping you make decisions to assist your wellbeing and in ensuring you receive effective care
- you will be encouraged and supported to participate actively in decisions regarding your needs
- your cultural background, language and traditions will be respected and you will receive a professional service, free from discrimination
- your information is stored securely and kept private and confidential (except as described in our Privacy Policy)
- our staff will regularly explain and discuss our service with you to ensure it is meeting your needs and is aligned to your goals
- you may at any time raise any questions or concerns you have and that these will be addressed in a fair and timely manner.

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CLIENT CHARTER

Rights and Expectations *continued*

Clients' responsibilities

As a client of Carelink, it is expected that you will:

- speak and behave respectfully with staff
- work cooperatively with staff and service providers in addressing your needs and working towards your goals
- provide complete and accurate information to enable proper evaluation in identifying and engaging suitable services to meet your needs
- ensure that your actions and behaviours do not threaten or cause distress or harm to staff, other clients or visitors to our office.

Please acknowledge that you have read and understood this Charter by signing below.

Signature

Name

Date:

