



# Your Rights and Responsibilities

## Your Rights

### As a client you have the following rights:



- To be treated with fairness and respect (freedom from abuse).



- To make your own decisions about your support within agreed guidelines.



- To be kept informed in a way that you can understand.



- To have the details about you treated privately and not shared with others without your agreement.



- To feel safe about complaining if you are not satisfied with our services.



- Refuse a service.



Ask for a friend or family member to help you when talking to our staff.

**As a client you have the following responsibilities:**



To treat our staff with respect.



To understand that we will try to do what you ask for but cannot do things that are illegal or may cause harm to you or others.



To let us know about your issue and ask questions if you are unsure about something



To let us know as soon as you can if you need to change an appointment.



To make sure your home is safe if our staff are visiting you.