

CLIENT CHARTER

We will listen to you
and work with you.

By working together,
you will receive
the best service possible.

You have rights: to
be treated well, to
participate fully, to
speak out.

If we forget this, or
treat you badly,
you have the right
to complain.

it's OK to **Complain!**

If we don't respect your rights, tell us.

Write to us:

Lavender Plan Mgmt
3 Evans Road
Medowie NSW 2318

Phone us:
0412 735 586

You can contact the NDIS Commission

web: www.ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

Interpreters can be arranged.

Advocates can help you complain

The National Disability Advocacy Program
can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Or search "disability advocate" online.



your Rights

Your right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background.



Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.
- You have the right to get help accessing services in the community.

Your right to speak out

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

your Responsibilities

You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.