**YOUR RIGHTS AND RESPONSIBILITIES**

As a person accessing RIAC services, you have the right to:

|  |  |
| --- | --- |
|  | Be treated with dignity and respect |
|  | Have a person of my choice support me or speak on my behalf |
|  | Have my identity, culture and diversity valued and supported |
|  | Receive ethical, respectful and safe service delivery |
|  | Be given the right to access RIAC services without discrimination |
|  | Be informed about my services in a way I understand |
|  | Be informed and consulted about available services and other relevant matters |
|  | Receive equitable access to service and support |
|  | Fully participate and be included in all decisions via a person-centred service delivery approach |
|  | Make choices regarding my support and services |
|  | Receive quality services |
|  | Have my privacy and confidentiality respected |
|  | Complain without being worried about what will happen to me, and to have my complaints dealt with fairly and promptly |
|  | Be listened to and understood |
|  | Be able to access personal information RIAC holds about you |
|  | If you would like to see your file at any time, you can contact us at CEO@riac.org.au  |

As a person accessing RIAC services, you have the responsibility to:

|  |  |
| --- | --- |
|  | Provide factual and accurate information to the organisation and inform them of any changes, such as change of contact details; |
|  | Accept responsibility for my own actions; and  |
|  | Respect the human worth, rights and dignity of RIAC staff and other clients; |
|  | Treat RIAC staff and other clients with courtesy and respect; |
|  | Provide safe and reasonable access for RIAC staff. |

RIAC V1 March 2020