

CLIENT RIGHTS AND RESPONSIBILITIES



As a KWY service user, you have a responsibility to:

- Respect the rights of workers/ other clients to their human and legal rights
- Treat workers/ other clients without exploitation, abuse, discrimination or harassment
- Keep your appointments or let us know if you are unable to attend
- Accept responsibility for your actions and choices
- Inform workers of your situation and let us know when circumstances change
- Ask questions if you don't understand something
- Let us know if you are not happy with any part of your service

With KWY, you have a right to:

- Participate in decisions about your life
- Receive care that is respectful to you, your family and home
- Have cultural and spiritual connections respected
- Receive information about the service you're using
- Have your privacy and confidentiality respected
- Be treated with dignity and respect
- Know how to lodge a complaint if you are unhappy with the service
- Be free from discrimination, exploitation, abuse, harassment or neglect
- Access your personal information
- Receive reliable, coordinated, safe, quality services appropriate for your assessed needs
- Access help when seeking a referral
- Refuse a service



08 8377 7822