



As a client of Tasmanian Aboriginal Centre you have a right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment when accessing our facilities.
- Choose to use or not to use our services.
- Be consulted and participate in decisions concerning the type of assistance you receive and the manner in which it is provided.
- Make suggestions for improvement to our services or provide feedback on our services and activities.
- Be aware that suggestions, complaints and feedback are accepted in whatever form they come – written, verbal or through an advocate.
- Make a complaint about the service received from us and expect that this complaint will be investigated appropriately and in confidence.

YOUR RIGHTS AND RESPONSIBILITIES WHEN USING TAC SERVICES

- View information about you held by the organisation with reasonable notice.



As a client of Tasmanian Aboriginal Centre you have a responsibility to:

- Be respectful of others, including Tasmanian Aboriginal Centre staff, volunteers, and other clients.
- Be respectful of Tasmanian Aboriginal Centre property.
- Participate in the service to maximise your benefits and to support others to maximise theirs.
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by Tasmanian Aboriginal Centre.
- Provide accurate information about yourself in order to receive the best service.
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