

## Charter of Participant Rights

We will keep you informed about your rights and responsibilities at each stage of your involvement with our service.

You can also access the policies that provide more information about your rights and our responsibilities to you as a service provider.

As a participant receiving services from Kalinga Australia, you are entitled to:

- Participate in decisions about your life and services.
- Have the right information provided in the right way to make informed choices.
- Privacy and confidentiality.
- Know about and access any information we have about you.
- Be treated with dignity and respect.
- Be free from discrimination.
- Be free from physical, sexual, emotional, and verbal abuse.
- Have your relationships respected and treated confidentially.
- Appeal decisions that impact you and to have your appeal dealt with fairly.
- Receive information on how to lodge a complaint if you are unhappy with any aspect of our service.
- Have your complaints dealt with fairly and promptly
- A safe and healthy environment within the service and our facilities.

### A Service Agreement

To ensure you understand your rights, and responsibilities and our staff understand their responsibilities to you, we will develop a Service Agreement with you.

The Service Agreement will also

- Outline our feedback, complaints, and dispute resolution process
- Explain our approach to quality improvement; and
- Outline the specific services we will provide you and our agreed arrangements around how, when and where the services will be provided.

You can give us feedback at any time by:

- Completing a Compliments, Complaint and Feedback form.
- Talking directly to your Kalinga Australia worker.
- Asking to speak to a more senior person.
- Contacting the office on the phone.

You can access the Complaint and Compliment Form here:

<https://www.kalingaustralia.com.au/about>

**Edwin Camporedondo**

**Managing Director | Kalinga Australia Pty Ltd**

02 6156 4276 | admin@kalingaustralia.com.au | PO Box 142 DICKSON ACT 2602