

RIGHTS AND RESPONSIBILITIES

HACKHAM WEST COMMUNITY CENTRE PARTICIPANTS

Service and program users of the Hackham West Community Centre have the right to:

- Access services and programs that meet their needs
- Refuse services at any time
- Receive open, clear and timely information about service and programs, including any costs, in a way that is understandable to them
- Safe, quality and reliable services and programs provided in an environment free of risk of harm
- Receive services without discrimination or harassment
- Actively participate in making choices about services and programs received
- Have a trusted person/s support or advocate on their behalf in relation to programs or services used
- Have their culture, beliefs, values and personal characteristics treated with respect, dignity and understanding
- Have their privacy respected and personal information kept confidential and secure
- Have confidence that personal information collected will be limited to that required to provide the service or program and will only be disclosed with their consent, unless the disclosure is required to lessen or prevent a serious threat to life, well-being, safety or is required by law
- Request and gain access to their records kept by the Centre (unless there is a legal restriction in place)
- Nominate person/s with whom information can be shared
- Comment or complain without fear of retribution and be informed about the outcome of their complaint or comment
- Make suggestions on how to improve the services and programs the Centre provides

HACKHAM WEST COMMUNITY CENTRE

44 Glynville Drive
Hackham West, SA 5163
Ph: (08) 8384 1065
hackhamwestcommunitycentre@gmail.com
www.hwcc.net.au

**Our
community
centre.
The heart
of HackhamWest.**

Service and program users of the Centre are responsible for:

- Respecting volunteer staff privacy
- Advising the Centre of any change in their circumstances or needs as soon as possible
- Treating volunteers, staff and other service or program users with dignity and respect
- Respecting the safety of volunteers and staff in delivering services or programs
- Paying associated costs or fees for the service or program
- Informing volunteers or staff about any difficulties or concerns relating to the service or program delivery
- Informing volunteers or staff about any ideas for service or program improvement
- Taking responsibility for the results of decisions they make with staff and volunteers about their involvement in programs and services
- Not attending or remaining in the Centre while under the influence of alcohol or drugs.

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