

Customer Rights Policy

Purpose

To ensure you are treated with respect and fairness

Policy

Rocky Bay recognises that you have the right to be treated with respect and dignity and to participate in society, regardless of disability.

We will do our best to help you participate fully in the community.

In order to protect your rights we will ensure:

- You have information that helps you understand your legal and human rights
- You receive services free from abuse, neglect, exploitation and discrimination
- You retain the right to make decisions about yourself
- You have opportunities to help us improve Rocky Bay services
- We provide services that maximise inclusion and participation
- We encourage and support access to advocacy services to promote your interests and wellbeing
- We gain your consent before we do anything for you
- We consider your choices and act in your best interests
- We offer you support if you report any problems to us and will not victimise or ignore you
- We respect your privacy and treat your records with confidentiality