



CHARTER OF SERVICE USER RIGHTS

The **Charter of Service User Rights** ensures that children, young people, parents and carers know their rights and responsibilities and can be confident their rights will be supported by Canteen.

This charter describes what you, or someone you care for, can expect when receiving services from Canteen.

As a user of Canteen's services, **you have a right to:**

Access

- Safe, reliable, coordinated services that are appropriate to your needs and provided with care, skill and competence.

Safety

- Be safe from harm, or the risk of abuse, and to have your legal and human rights respected and upheld.
- Receive services free from discrimination and harassment.

Dignity and respect

- Be treated with dignity and respect, regardless of your family background, race, religion, age, gender identity, ethnicity, sexual orientation or abilities.
- Have your culture, identity, beliefs and choices recognised and respected.

Participation and feedback

- Have input into decisions regarding the support you receive and have your opinions respected.
- Express your concerns about support you receive and feel comfortable in doing so.
- Give feedback about your experience without consequence.
- Have concerns addressed in a transparent and timely manner.
- Be involved in participation processes.

Privacy

- Confidentiality regarding your personal information and a verbal explanation about what happens to your information.
- Have information about you and your health and wellbeing kept private, confidential and secure.
- Be asked for permission to be involved in research.

Right to information

- Receive a written statement of your rights and have the opportunity to discuss them with staff.
- Ask questions and receive answers in a way you can understand.
- Receive information about our services and programs so you can provide informed consent to participate.
- Be provided with all the support you need to access our information.
- Request access your client records.
- Receive timely information regarding your care.

Give feedback

We want to hear from you, you can give feedback by emailing feedback@canteen.org.au or going to our [website](#).

For more information about your rights, please contact a Canteen team member.