



Good Shepherd

Australia New Zealand

Your rights and responsibilities

Good Shepherd Australia New Zealand (GSANZ) is committed to provide quality services. As a service participant we want to make sure you understand your rights and responsibilities.

You have the right to:

- Be treated with respect and dignity
- Feel safe and welcome from any ethnicity, faith, age, ability, culture, language, gender identity or sexual orientation
- Have your privacy and confidentiality respected and protected
- Be given information on how we can help you
- Make your own decisions, and choices regarding when and how you receive our service
- If we cannot give you a suitable service, we will explain why, we will also support you by making a referral to another service, advocacy or information.
- Ask to see your information
- Not have your information discussed with anyone outside of GSANZ without your permission (except as required by law or to keep you or someone else safe).
- Have a friend, advocate, family member or another worker with you when you use our service.
- A safe, welcoming environment to receive our services.
- Be given information in language and formats you understand
- Tell us what you think, to help us improve our services.
- Make a complaint and expect we will respond quickly, fairly and with care

Your responsibility is to:

- Be respectful of people who are in our offices or using our services and surrounding property.
- Understand that discrimination is against the law. Discrimination is when a person is treated differently to another person because of who they are and/ or what they look like.
- Bullying, abusive, rude, or offensive language and/ actions towards another person in our service are unacceptable and will not be tolerated. Your actions may result in an investigation or may affect whether you can keep getting a service from us.
- Contact us if you need to change or cancel an appointment.
- Give us correct information.
- Work with us to achieve your set goals.
- Tell us if there is anything you don't understand.
- Not attend the service under the influence of drugs and/or alcohol.
- Not bring any illegal items, drugs and/or alcohol into our offices.
- Understand that our staff are not allowed to be involved in relationships with you or other people in your family/support people.
- Not to smoke at our offices
- When a worker attends your home, if you must smoke you agree to smoke outside.
- Maintain confidentiality; that is not to talk about anyone else you might see using our services.