

# RIGHTS & RESPONSIBILITIES

## What do we do? What do you need to do?

At Hurstspeech we endeavour to provide excellent, respectful and caring services to all our clients and their primary carers., which facilitate a high-quality service and encourage all clients to develop to their fullest potential. In providing these services we always seek to respect differences, encouraging individuality and preserving dignity.

### Your rights!

- Be treated in a professional, courteous, and caring manner
- Expect that your personal privacy will be respected, and confidentiality protected
- Be provided with a safe environment
- Choose to use or not to use our services.
- Our goal is to provide the best possible service.
- Receive accurate and relevant information in a timely manner.
- Request transfer to another staff member.
- Make a complaint about the service and be heard
- Have an advocate or support person present upon your request

### Your responsibility!

- Be respectful of others accessing the service
- Be respectful of the property.
- Participate in the service provided in such a way as to maximise your benefits
- Maintain confidentiality regarding information about other clients or participants attending the centre
- Provide accurate information about your child
- Keep to your scheduled service time
- Follow strategies which have been chosen in consultation with the service provider.

**Working together will see the best outcomes!**

