

STATEMENT OF CONSUMER RIGHTS

Introduction

This statement sets out the rights of clients of Kyabra Community Association and Kyabra's commitment to support those rights, including making available to clients an effective complaints procedure.

You have a right to expect quality service delivery and the opportunity to provide feedback, whether it is complimentary or constructive criticism.

You may also on occasion need to make a complaint, which will be managed in a timely and effective manner.

Consumer Rights

You can expect to be listened to and treated with respect.

You can expect to access well coordinated and flexible service based on the individual needs of you and your family.

You can expect to be informed and consulted and to participate in decisions that affect you and your family.

You can expect that information about you will not be provided to anyone outside Kyabra without your permission (for more information see Kyabra's Privacy and Confidentiality Policy).

You have the right to raise issues of concern and have them handled in a confidential, timely and respectful manner.

You can involve a support person or advocate of your choice in ensuring your needs and concerns are represented.

If you are unhappy with the conduct or a decision of a Kyabra staff member you have the right to discuss this with the relevant staff member and/or their Manager. If the issue is not resolved, you have the right to discuss the matter with the General Manager, Services, and/or the Chief Executive Officer, and to make a formal complaint if warranted.

For further information regarding Kyabra policies, you can access www.kyabra.org or alternatively please contact reception on 3373 9499 and we can arrange for copies to be sent to you.