



BRAVER TOGETHER

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# BRAVER TOGETHER

## CLIENT CHARTER

Your rights and obligations

# YOUR RIGHTS ARE IMPORTANT

## ABOUT YOUR RIGHTS AND OBLIGATIONS

We will listen to you and work with you. By working together, you will receive the best service possible. You have rights: to be treated well, to participate fully, to speak out. If we forget this, or treat you badly, you have the right to complain.

### RESPECT

#### Your right to be treated well

- We will treat you with respect and dignity.
- We will treat you fairly and speak honestly.
- We will protect your personal information and only use it for the right reasons.
- We will provide good quality services that suit your needs, age, lifestyle and cultural background

#### Your right to be heard

- You have the right to complain about the service.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or talk with the NDIS Commission.

### CHOICE

#### Your right to participate

- You have the right to a safe and comfortable place to use the service.
- You have the right to make choices and decisions about the services you receive.
- You have the right to the information you need to make good choices.
- You have the right to have someone help you make the best choices – an advocate or support person.

### YOUR OBLIGATIONS

#### You can help

- Make sure to update your contact information as it changes.
- Keep your appointments – or let us know if you can't.
- Choose someone to support you make decisions – an advocate, friend or family member.
- Treat other people with fairness, honesty and respect.
- Respect other people's right to a safe and comfortable environment.
- Respect other people's right to privacy and confidentiality.
- Give us honest feedback about our services.



IT'S OK TO COMPLAIN  
That is how we can learn  
and improve

## ADVOCATES CAN HELP YOU COMPLAIN

### On a NDIS Plan?

The National Disability Advocacy Program can help you work with an advocate.  
Email them at:  
[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

### Not on a NDIS Plan?

You can write to:  
Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601  
Or search "disability advocate" online.

### ON A NDIS PLAN?

You can contact the NDIS Commission:

Website:  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Phone: 1800 035 544

Interpreters can be arranged

### TELL US WHAT YOU THINK

Use our online Feedback Form:  
<https://forms.office.com/r/sMS4N7LQ9A>