



Customer Charter of Rights



Introduction

The Customer Charter of Rights outlines, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback about our service.

This Charter is linked to our Respect Policy.

About us and what we believe

Lifestyle Solutions provides services to people with disability, young people and children in Out Of Home Care, their families and communities.

- = We believe everyone is equal.
- = We stand for everyone in society having equal opportunity and equal respect.
- = We do this by providing our customers, their families, and communities with access to quality services and dedicated people who make a real difference in their lives.

You can find information about our services on our website www.lifestylesolutions.org.au or by asking one of our staff.

Your Rights

We talked to our Customers and they told us these rights were important to them.

You have the right to:

- = be heard and listened to
- = make choices and decisions
- = be treated with respect
- = respect for country and culture
- = respect for your privacy and confidentiality
- = live free from physical, sexual, emotional, or verbal abuse
- = know what is happening with your plan
- = good health and wellbeing
- = access good health services
- = be treated fairly and without discrimination
- = information about your services
- = services that are provided in safe and healthy environments
- = make a complaint or provide feedback.

How you can help us

- = Provide us with complete and accurate information about yourself and your situation.
- = Tell us if things change or you cannot keep an appointment or commitment.
- = Act respectfully and safely towards other people using the service, and towards team members.
- = Provide us with feedback about our service and how we can work better.



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How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Lifestyle Solutions services.

We also want to know if you are not happy with the service you have received or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- = Talking directly to any staff member or volunteer
- = Phoning 1800 634 748
- = Writing to feedback@lifestylesolutions.org.au or
Attn: Continuous Improvement Officer
33 Fern Street, Islington NSW 2296

If you are not happy with how we handle a complaint, you may contact an independent body such as the NDIS Quality and Safeguards Commission on 1800 035 544 or the Ombudsman in your State or Territory.

How you can participate in your services

We encourage you to participate in, and exercise choice over your service decisions.

You should participate in meetings about your services so that you can make choices and participate in decisions.

If needed we will use interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies.