



Charter of customer rights and responsibilities.

At Chorus, our people (staff and volunteers) care about our communities and their members, believing every individual can make a big difference to the lives of others. Chorus is committed to and aspires to ensure the rights of customers, families and carers are always met.

At Chorus, as a customer you have the right to:

- Quick, easy and voluntary access to the right services;
- safe and high-quality services, provided with professional care, skill and competence;
- be included in decisions and choices that impact the services you receive;
- always be treated with respect, dignity and consideration;
- be treated without exploitation, abuse, discrimination, harassment or neglect;
- be informed about services, treatment, options and costs in a timely and open way in words you can understand;
- privacy and confidentiality of your personal information; and
- information on how to provide feedback or make a complaint and can expect that any feedback be addressed promptly and given due attention and consideration.

At Chorus, as customer you have the responsibility to:

- be courteous and respectful to staff and volunteers;
- make sure your home is safe for our staff and volunteers to work in;
- participate in the planning of your services;
- provide enough information to assist us to develop, deliver and review services to you;
- let us know about any changes in your condition or circumstances or any concerns you have;
- be available at the times we are due to visit or keep appointments, letting us know in advance if you cannot be there;
- tell us if you feel you are at risk of harm of any kind;
- share any cultural, religious or other special needs you would like us to be aware of; and
- let us know if you have a family member, carer and/or other support person you would like us to involve.

For further information on your rights and responsibilities please ask a member of staff or refer to:

- [Charter of Care Recipients' Rights and Responsibilities - Home Care](#)
- [Mental health statement of rights and responsibilities](#) or call (08) 9222 4462.
- [NDIS Rights](#)



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