



Good Shepherd

Australia New Zealand

Your rights and responsibilities

Good Shepherd Australia New Zealand (GSANZ) commits to providing quality services. We want you to understand your rights and responsibilities at GSANZ.

What you can expect of us:

- To be treated with respect and dignity no matter your ethnicity, faith, age, ability, culture, language, gender identity or sexual orientation.
- To feel safe and welcome in our services.
- To make choices and decisions about how and when you receive our service.
- To have a friend, advocate, family member or another worker with you when you use our service.
- To receive information about how we can help you.
- To receive information in language and ways you understand.
- To have your personal information held safely and securely.
- To not have your personal information shared with anyone outside of GSANZ without your permission (except as required by law or to keep you or someone else safe).
- To have assistance if you ask to see the information we keep about you.
- To be told when we cannot help you. We will explain why and support you by making a referral to another service or giving you information.
- To be able to tell us what you think. This improves our services.
- To be able to make a complaint. We will respond quickly, fairly and with care.



What we expect from you:

- To treat our staff, the people using our services and the surrounding property with respect.
- To understand that discrimination is against the law. Discrimination is when a person is treated differently to another person because of who they are, what they look like, or both.
- To understand that we will not tolerate bullying, abusive, rude, or offensive language and actions towards a person in our service. If you do this, we may investigate, place on hold, or cancel your access to our services.
- To respect the confidentiality of other service users. You should not talk about anyone else you might see using our services.
- To understand that our staff cannot be involved in relationships with you, your family members or people who support you.
- To give us correct information.
- To work with us to achieve your set goals.
- To tell us if you do not understand something.
- To contact us if you need to change or cancel an appointment.
- To not smoke at our offices and agree to smoke outside if a worker attends your home.
- To not bring any illegal items, drugs or alcohol into our offices.
- To not attend our service under the influence of drugs, alcohol or both.

