

CLIENT RIGHTS CHARTER

CatholicCare Wilcannia-Forbes is committed to our Client Rights Charter which explains how you will be treated and what you can expect from us.

Respect - Privacy - Inclusiveness

At CatholicCare Wilcannia-Forbes we will:

- Treat you fairly, without discrimination, with respect and courtesy
- Respect your religious and cultural values
- Provide sufficient information and assistance in a timely manner
- Inform you of your rights and responsibilities
- Respect your privacy, confidentiality and protect your personal information
- Involve you in decisions about services and support you access
- Ensure your complaints are dealt with fairly and promptly

Your opinion matters to us

We value your feedback and want to know if you are not happy with the service you have received. You can share this by:

- Talking directly to a staff member
- Asking to speak to a more senior staff member
- Contacting our head office on 02 6850 1788
- Completing the Complaint and Feedback form found at www.ccwf.org.au
- Writing to info@ccwf.org or PO Box 957, Forbes NSW 2871

You will not be disadvantaged in continuing service delivery by making a complaint.



CatholicCare
Wilcannia-Forbes

For more details of our commitment to your rights you can find our Client Rights Charter at ccwf.org.au or you can request a printed copy from any of our team members.