

Working together

This information sheet lets you know about your rights and responsibilities as a TAC client and the rights and responsibilities of anyone you have authorised to act on your behalf.

It also sets out the rights and responsibilities of our staff.

If you have any questions about this information sheet, please call us on 1300 654 329.

Your rights and responsibilities

As a TAC client you have the right to:

- Be safe from abuse
- Be treated with dignity and respect at all times
- Have your privacy respected
- Access high quality care and support
- Make informed choices and be in control of your care and support
- Have information presented to you in a language or format you can understand
- Have your ethnic, cultural and religious practices respected
- Provide feedback or make a complaint.

As a TAC client you have a responsibility to:

- Communicate with courtesy and respect
- Be truthful when providing information to the TAC
- Keep us up to date with any changes in your life that might affect your care and support
- Play an active role in your Independence Plan and accept responsibility for any decisions you make or actions you take
- Be open to the options available during the Independence Planning process
- Ask for clarification about any information you don't understand.

The rights and responsibilities of our staff

Our staff members have the right to:

- Be treated with dignity and respect
- Refuse to work with people when they are abusive, threatening or under the influence of alcohol or drugs
- Be called by their preferred name
- Be listened to.

Our staff members have a responsibility to:

- Respect your privacy
- Work with you in a positive, honest and professional way
- Treat you with dignity and respect
- Give prompt answers to your questions
- Help you solve your issues
- Keep you up to date with any decisions that might affect your care or support.