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**

**The rights and responsibilities of our staff**

As a TAC client you have the right to:

Our staff members have the right to:

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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.

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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.

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Our staff members have a responsibility to:

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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.

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As a TAC client you have a responsibility to:

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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.

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**Working together**

**Working together**