Program & Services
HACC Standard 2
Review Date

Policy Number: **PS1**
Number of pages: **2**
Attachments: **1**

POLICY REGISTER

Subject: Client Charter

Primary Responsibility:

Board members and staff

Policy Statement:

WSCF acknowledges the rights and responsibilities of client organisations and will promote these at every opportunity through the Client Organisations Charter.

Procedure:

1. WSCF will widely publicise the rights and responsibilities of client organisations through the dissemination of the Client Organisations Charter (attached) to members, Board members, client organisations, government agencies and other interested bodies.

2. WSCF will review the Client Organisations' Charter on an annual basis to ensure it remains up-to-date in terms of legislative changes, relevance and feedback/complaints from client organisations.

3. A breach of the Client Organisations Charter will be dealt with using the Complaints Policy.

Adopted by the Board on:

CROSS REFERENCE

- GP1 Vision Statement
- O2 Statement of Purpose
- GP2 Access & Equity Policy
- GP5 Privacy & Confidentiality Policy
- PS2 Client Organisations Consultation Policy
- PS5 Client Organisations Complaints Policy

western sydney community forum

CLIENT ORGANISATIONS CHARTER

Client organisations have the following **rights** in relation to the services provided by the Western Sydney Community Forum:

- Services provided in a safe manner which respects the culture and independence of the client organisation.
- To receive reliable and quality services, delivered by staff with the necessary expertise and skills and in a timely manner.
- Access to all information about themselves held by WSCF.
- Information in relations to fees, if any.
- The right to complain without fear of retribution.
- The right for complaints to be dealt with fairly, promptly and without retribution.
- The right to the review of decisions.
- The right to appeal decisions through a fair, formal process.
- The right to have an advocate of their choice to represent their interests.
- The right to have their views taken into account in planning and evaluation.
- The right to privacy and confidentiality.

Client organisations have the following **responsibilities** in relation to the services provided by the Western Sydney Community Forum:

- Client organisations should inform WSCF if they are not available for meetings previously arranged.
- Client organisations should respect the rights of other client organisations and WSCF staff.
- Client organisations should accept responsibility for the results of any decisions they make.
- Client organisations should co-operate with WSCF staff in the delivery of services they have requested.
- Client organisations should treat WSCF staff courteously.