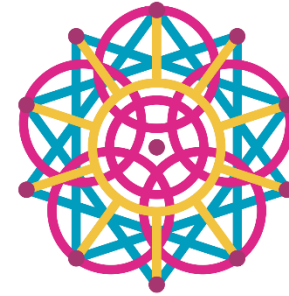





CUSTOMER CHARTER OF RIGHTS AND RESPONSIBILITIES



Midwest
Community
Living
Association

When using the services of Midwest Community Living Association, you have rights and responsibilities which align with the NDIS Code of Conduct and the Australian Charter of Healthcare Rights.

| | | |
|--|---|--|
| <p>Freedom of expression</p> <p>The right to maintain your identity</p> <p>The right to choice and control over your support</p> | <p>RESPECT</p>  | <p>Treat MWCLA staff with respect</p> |
| <p>Trained, competent and caring staff</p> | <p>HIGH QUALITY CARE</p>  | <p>Inform MWCLA if your support does not meet these standards</p> |
| <p>Be cared for in an environment that is safe and makes you feel safe</p> <p>Freedom from all forms of violence, exploitation, neglect and abuse</p> | <p>A SAFE ENVIRONMENT</p>  | <p>Inform MWCLA if you do not feel safe</p> |
| <p>Personal privacy</p> <p>Have your records handled with confidentiality and respect</p> | <p>PRIVACY</p>  | <p>Understand that Support Workers must alert MWCLA staff if they have concerns about your health or circumstances</p> |
| <p>Receive information about the scope of your services including limitations and costs</p> <p>Access to your records</p> <p>Leave MWCLA and select a Disability Service Organisation of your choice</p> | <p>HONESTY AND TRANSPARENCY</p>  | <p>Ask for more information if you don't understand</p> |
| <p>Provide feedback or make a complaint without it affecting the way that you are treated</p> <p>Have your concerns addressed in a transparent and timely way</p> | <p>FEEDBACK</p>  | <p>Advise MWCLA of any concerns about your support</p> <p>Advise MWCLA when we are getting it right</p> |

We respect and welcome all types of feedback from our customers including compliments, suggestions or complaints. You can share your feedback with us in the following ways;



IN PERSON
75 Marine Terrace
Geraldton WA 6530



BY PHONE
(08) 9921 1505



IN WRITING
PO Box 2458
Geraldton WA 6531



ONLINE
www.midwestcommunityliving.org.au
Email feedback@mwcla.org.au