

CONSUMER CHARTER

OUR COMMITMENT TO YOU



ACCESS	When you use and participate in goods and/or services at Irabina, we will listen to you and develop a program that is tailored to your needs, aspirations and circumstances, inclusive of your family, carers and/or advocate (where relevant) regardless of age, race, gender, culture, sexual preference, religion or disability.
RESPECT	We will treat you with respect and dignity as an individual including respecting your individual preferences.
SAFETY AND QUALITY	We will provide you with safe and high quality goods and services, and will treat you free of exploitation, abuse, discrimination, harassment or neglect.
	We will continually look for better and improved ways to deliver goods and services to our consumers.
PARTICIPATION	We want you to actively participate in the planning of the goods and services that meets your needs, aspirations and circumstances, including not making unwarranted assumptions about what you may want or what we think is good for you.
	We will support you to choose the goods and services within the level of control you want, and within the limits of the resources available. This will include providing advice on the possible consequences of your decisions. All decisions have consequences and it is important that you are well informed.
	That when you receive goods and services by Irabina, it will be done in a manner where you will not be obliged to feel grateful to those providing the service.
	We will involve consumers to contribute to Irabina decision making activities, such as participating in consumer groups, working parties or focus groups.
COMMUNICATION	You will receive open, timely and appropriate information about your goods and services in way that you can understand to enable you to make an informed decision about what will best suit your needs.
	When you commence services at Irabina, we will provide you with information about the easiest way for you to make a complaint, or how to make a suggestion about how services can improve or a compliment about the goods and services you receive.
	We will do our best to ensure any issues or concerns are addressed in a prompt, fair, courteous and confidential manner and without fear of retribution.
PRIVACY	We will respect your privacy and confidentiality of your personal information.
FEES	We will ensure that any fees will be determined in a way that is transparent, accessible and fair including reviewing fees on a regular basis, particularly if your circumstances change.