

CONSUMER CHARTER

YOUR COMMITMENT TO US



RESPECT	You will respect the rights of Irabina staff to their human, legal and industrial rights including the right to work in a safe environment.
	You will treat staff at Irabina with respect and dignity free of exploitation, abuse, discrimination, harassment or neglect.
	You will respect the rights and needs of other people if you are using services and support with other consumers of Irabina, including people from other cultural backgrounds.
	You will respect the privacy of other people, particularly in respecting others when sharing communal areas, not tampering with mail and not providing personal details on people to anybody without their consent.
	You will respect Irabina property and not intentionally cause damage to Irabina property and assets.
SERVICES AND SUPPORT	You will provide enough information about yourself and your situation to help Irabina support you in meeting your needs, aspirations and circumstances.
	You will follow any plan or the terms of the written agreement and if your needs, aspirations or circumstances change, you will give Irabina enough time and information to help review the plan.
	Where goods and services have specific 'rules' for delivery, such as not consuming illicit drugs, or not consuming alcohol before or during participation in a service, or not smoking, you will adhere to this requirement. If you fail to do so, Irabina may ask you to not attend the program for that day or, if the good and/or service is being delivered in a consumer's home, the Irabina employee may remove themselves from that the consumer's home for the remainder of that session.
	You will accept responsibility for your own actions and choices even if some of those actions and choices may involve an element of risk.
COMMUNICATION	You will allow safe and reasonable access for Irabina staff that are providing goods and services in accordance with your plan.
FEE	You agree to pay the charge and/or fee that is written your plan and will renegotiate the charge and/or fee should your circumstances change.
COMMENT	You have the right to comment on your goods and services provided by Irabina and to have your concerns addressed.
	You have the right to receive information on mechanisms for complaint and redress.