



Beaucare is committed to making sure that you get the support and information you need in a way that assists you to make the best choices about your life.

As a client of Beaucare you can expect to:

- Be treated in a courteous and caring manner;
- Be treated with respect and dignity, irrespective of your culture, language, age, disability, gender and lifestyle choices;
- Have control over and make choices about your care, and personal and social life, including where the choices involve personal risk;
- Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions;
- Be able to refuse a service;
- Have access to information about other services that may be of assistance to you;
- Have your right to independence respected;
- Be advised of any change to your Beaucare services or supports;
- Have your privacy respected and confidentiality protected;
- Be provided with a safe environment when working with Beaucare;

- Be asked to provide feedback about the service/support you receive from Beaucare;
- Have the right to make a complaint, free from reprisal and have that complaint investigated appropriately and confidentially;
- Have the right to view the information Beaucare holds about you;
- Exercise your rights without it adversely affecting the way you are treated;

As a client of Beaucare you have a responsibility to:

- Be respectful of others, including staff, students, volunteers and other clients;
- Be in a fit state for participation in our service (not under the influence of drugs or alcohol);
- Give us the correct information about yourself;
- Be respectful of Beaucare property;