

Your Rights and Responsibilities at Ruah



At Ruah, we believe your needs, strengths and preferences are at the centre of everything we do. We are committed to providing supports and services that meet your needs and aspirations.

When you access Ruah's services, you have the right to:

- Be treated with respect, dignity and courtesy regardless of age, disability, cultural and linguistic background, gender, sexual orientation, socio-economic status, and religious or spiritual beliefs.
- Expect your privacy and confidentiality to be protected.
- Access community services that are available to you and meet your needs.
- Receive tools, resources and support information to help you achieve your goals.
- Be provided with a safe, friendly and supportive environment.
- Receive services that comply with appropriate standards of professionalism, competency and accountability.
- Participate in, and include people that you want in decisions and planning and have access to your records.
- Be informed about service options, the possible benefits and risks, and costs in a clear and open way so you can give your informed consent.
- Be told if something has gone wrong during your support, how it happened, how it may affect you and what is being done to make support safe.
- Have the opportunity to share your experience to improve the quality of our services.
- Have your complaints or comments about Ruah responded to in a timely and respectful manner and without any impact on your service.
- Refuse our services at any point.

RUAH
COMMUNITY SERVICES
Open Hearts. Bold Strides.



Your responsibilities:

- Respect our staff, property and other visitors to our premises.
- Be respectful of the privacy and confidentiality of information about other people.
- Participate in service or care plans and honour agreements with Ruah about service provision and care.
- Tell us of any changes that affect your ability to access our services.

Your rights will be explained to you by a Ruah worker. Please ask a staff member if this hasn't occurred.

