



# CLIENT CHARTER

## Rights & Responsibilities

UMFC maintains all relationships and undertakes all agency activities based on the values of *participation, respect, excellence, justice* and *honesty*.

### As a client of UMFC you have a right to expect that:

- ✓ We will treat you with respect
- ✓ We will explain clearly any service we offer to you
- ✓ We will seek your consent for any service we offer to you
- ✓ We will explain the nature and limits of confidentiality involved in any services we offer you
- ✓ We will work with you in a professional and competent way
- ✓ You may have an advocate or support person with you if required
- ✓ We will explain any fees that may be charged
- ✓ We will respect your cultural and linguistic heritage
- ✓ We will offer services free of any type of discrimination
- ✓ You may access your personal information under certain conditions
- ✓ We will maintain an organisational culture that protects children from abuse
- ✓ We will encourage you to give us feedback so that we can continue to improve our services
- ✓ We will explain how you may make a complaint about any aspect of our work together

### What does UMFC ask of you?

- ✓ Treat staff and others in the agency with respect
- ✓ Notify us as soon as possible if you are unable to keep an appointment
- ✓ Respect the privacy of others attending the agency
- ✓ Provide current and accurate information to help us work with you
- ✓ Actively work with us in establishing and achieving agreed goals
- ✓ Be responsible for your decision-making and behaviour