

Client Charter of Rights

This document outlines the Client Charter of Rights Policy of the Can:Do Group.



Clients' Rights

We believe in respecting clients' rights and helping them reach their goals. At Can:Do Group, we treat everyone fairly and provide support services without discrimination.

As our client you have the right to:

- Access supports that respect your rights
- Make informed choices and have control
- Express yourself freely
- Access culturally respectful supports
- Maintain dignity and privacy
- Receive help for independence
- Be free from harm and discrimination
- Access well-managed services
- Receive care from qualified workers
- Consent or deny information sharing

Clients' Responsibilities

Clients using our support services have responsibilities to Can:Do Group. We ask that you:

- Respect our staff's rights for a safe workplace.
- Follow the terms of the service agreement
- Understand that needs may change, and services may need to be altered
- Take responsibility for your actions and choices.
- Notify us of any issues with staff or services
- Share relevant information to support your goals.
- Provide information to help us understand your needs better
- Let us know if you cannot attend a service
- Understand that our staff can only perform agreed hours and tasks
- Participate in safety assessments at home if services are provided there
- Provide a smoke-free environment and control pets at home during services
- Pay the agreed amount for services
- Give written notice before terminating a service.

Clients' Right to Provide Feedback

We welcome all feedback, good or bad, from our clients. We encourage you to share your thoughts so we can improve our services.

You can give feedback in many ways:

- Call us at (08) 8100 8200
- Email us at Feedback@candogroup.com.au
- Visit us in person
- Mail us at Can:Do Group, 193 – 195 Port Road, Hindmarsh SA 5007
- Submit feedback anonymously online:
 - www.cando4kids.com.au/compliment-feedback-complaint/
 - <https://www.candohearing.com.au/feedback/>

You can view our full feedback and compliant policy statement on our website

Our Commitment to Clients

Can:Do Group focuses on a strengths-based, person-centered care and holistic support, putting the client or their advocate at the forefront of decision-making. Our team ensures services are respectful and consults clients when engaging with stakeholders.

We also follow the NDIS Code of Conduct. As providers and workers, we are required to provide supports and services in a safe and competent manner with care and skill, and to take all reasonable steps to prevent all forms of violence against, exploitation, neglect and abuse of, people with disability.