



## Client Rights and Responsibilities

This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Can:Do Group services, either in hard copy or online.

### About us

The Can:Do Group encompasses two of South Australia's oldest charitable service providers and a number of business arms.

Our primary function is to provide support and assistance to children who are deaf, hearing impaired, blind or vision impaired through Can:Do 4Kids, and Deaf and hard of hearing adults through Deaf Can:Do. Both charities are steeped in history in their own right and came together to achieve greater efficiencies by combining key administrative and leadership functions. Those savings go towards the people who matter most – our clients. Find out more about Can:Do 4Kids and Deaf Can:Do on their websites.

The Can:Do Group also runs Can:Do Hearing, an audiology clinic which provides hearing tests and solutions for those who need hearing support, whose profits contribute to the running of our two charities.

### Our commitment to you

Can:Do Group is committed to providing the highest quality services that we can. We will work with you to make sure you get the support that is available and right for you.

### What you can expect from us

When you are in contact with our organisation, we will:

- Treat you with respect at all times
- Treat you fairly and without discrimination
- Provide you with sufficient information about the service and its terms of use
- Inform you of your rights and responsibilities
- Provide a safe and healthy environment within the service and their facilities

- Respect your privacy and confidentiality
- Ensure you don't face physical, sexual, emotional or verbal abuse
- Protect your personal information and only use it for the right reasons
- Involve you in decisions about the services you access and support you to have a say
- Support you to connect with other services if needed
- Tell you how to provide us with feedback on our service and how to make a complaint
- Ensure your complaints are dealt with fairly and promptly

### How you can help us

You can help us provide a quality service if you or your support person:

- Provide us with complete and accurate information about yourself and your situation
- Tell us if things change or you cannot keep an appointment or commitment
- Act respectfully and safely towards other people using the service, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better

### How you can provide feedback

We value your feedback on a positive experience you have had with us or how we can improve Can:Do Group services.

We also want to know if you are not happy with the service you have received, or believe you have not been treated fairly and reasonably by us or by someone delivering services on our behalf.

You can give us this feedback by:

- Talk directly to staff member or volunteer
- Ask to speak to a more senior staff member
- Contact our head office on phone 08 81008200
- Write to 59-61 grange Road, Welland SA 5007
- Website [www.candogroup.com.au](http://www.candogroup.com.au)



## Client Rights and Responsibilities (Cont.)

### How we manage complaints

We want to resolve complaints openly, honestly and quickly.

We will acknowledge your complaint and respond within 14 working days.

If you are not satisfied with our resolution of your complaint, you may contact the NDIS Commission by calling 1800 035 544 (free call from Landline) or TTY 133677. Interpreters can be arranged. National Relay Service 1300 555 727 and ask for 1800 035 544 or complete a complaint contact form which can be found [www.ndiscommission.go.au](http://www.ndiscommission.go.au) or to the Aged Care Quality and Safety Commission, click on 'Contact us tool' [www.myagedcare.gov.au](http://www.myagedcare.gov.au) or Phone 1800 200 422.

### How you can participate in your services

We encourage our clients to participate in, and exercise choice over service decisions. We will ensure you are aware of and understand the services we provide. We are committed to supporting clients to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.

You can find information about our services on our website [www.candogroup.com.au](http://www.candogroup.com.au) or by asking one of our staff.

59-61 Grange Road  
Welland SA 5007

**P** 08 8100 8200

**F** 08 8377 1933

Mon-Fri 0900am until 4:30pm