

## Feedback & Complaints

All clients have a right to provide feedback and/or make a complaint. ICH values all feedback or complaints received as an opportunity for us to improve our services to clients and the broader community. More information about providing feedback or making complaints is available on the ICH website.

## Safe Services

ICH seeks to ensure safe service delivery for all clients. This includes the provision of safe spaces, activities and events. All clients have a right to be protected from harm, abuse, neglect or exploitation. ICH has systems to prevent and respond to harm. ICH does not tolerate harm, abuse, neglect or exploitation and will seek to support any client who experiences this. This may include by referral to relevant support services or reporting to external agencies (e.g. Government Department, NDIA, Queensland Police).

## Your Responsibilities

- Treat our staff, volunteers and others with respect
- Act in a manner which ensures the safety of yourself and others
- Provide accurate information to enable us to assist you appropriately
- Provide notice if you can't attend a scheduled meeting
- Notify us if your circumstances change (including contact details).



## Client Rights & Responsibilities

Call (07) 3372 1711

Email [Reception@ich.org.au](mailto:Reception@ich.org.au)

Drop by 38 Sittella Street, Inala QLD

[WWW.ICH.ORG.AU](http://WWW.ICH.ORG.AU)



# Welcome

Welcome to Inala Community House (ICH). We welcome clients from all walks of life, from all backgrounds and circumstances. We seek to provide clients with high-quality services that are supportive, responsive and inclusive to your needs, strengths, goals and aspirations. This brochure seeks to outline some of ICH's commitments to clients' rights and client responsibilities. Further Service rights and responsibilities may apply. If you would like more information, please talk to a staff member.

# Your Rights

**At ICH all clients have a right to:**

- Fair and equal services
- Be treated with dignity and respect
- Be involved and consulted in decisions which involve you and to have your independence promoted in decision-making
- Be informed of different options relating to services provided
- Have a support person or representative with you
- Have tailored and responsive services according to your needs and preferences.

# Human Rights

At ICH we seek to promote and uphold your human rights. *The Human Rights Act 2019 (Qld)* contains 23 rights of every person in Queensland.

More information on human rights is available on the ICH website.

# Your Privacy & Confidentiality

At ICH we collect your information in order to provide services to you or in accordance with legislative or funding requirements.

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. You can request access to your information including requests to update or correct information.

We have more information about privacy and confidentiality on our website or talk to one of our friendly staff members if you have any concerns.

