

CONSUMER RIGHTS & RESPONSIBILITIES



Covering the Ballina, Alstonville, Goonellabah, Lennox Head, Byron Bay, Mullumbimby, Brunswick Heads & Ocean Shores areas.

Funded by:

Auspiced by:

Biala Support
Services Inc

Department
of Aging
Disability &
Homecare



Your Rights...

In accepting social support services from North Coast Fun Club you have the right to:

- Respect for your individual human worth, dignity and privacy.
- Competent staff that will attend to you with care and skill.
- Respect for your culture, religious beliefs, age, gender and sexual preferences.
- Seek information and advice from other sources.
- Be informed about our services.

- Make complaints about any aspect of your service and expect they will be dealt with fairly and you will be informed of the result.
- Expect that you will be involved in any resolution process and be assisted as required.
- Choose or refuse a service offered to you.
- Refuse assistance from staff due to incompatibility.
- Be represented by an advocate of your choice.
- View any of your information kept on record by Biala Support Services Inc.

Your Responsibilities...

- To advise us as early as possible if you cannot attend a planned event or need to cancel an appointed service.
- To ask if you are uncertain about any aspect of our services.
- Be upfront and tell us about your needs.
- Work with us to plan your support needs.
- Be respectful to staff at all times.
- Behave in a way that is respectful to other clients and staff.