

# Customer Rights and Responsibilities Policy

## Policy

Rocky Bay is committed to treating customers with the respect and dignity they deserve and recognises their right to participate in decisions about the services provided to them by Rocky Bay.

We will:

- Provide services that are free from violence, abuse, neglect, exploitation, and discrimination
- Provide information that helps you understand your legal and human rights
- Respect your privacy and treat your records with confidentiality
- Gain your consent before we do anything for you
- Assist you to make informed choices about the services that you need and receive
- Maximise your inclusion and participation in services
- Encourage and support access to advocacy services to promote your interests and wellbeing
- Offer you support if you report any problems to us and not victimise or ignore you
- Provide you with opportunities to help us improve our services

