

Rights & Responsibilities Charter for Volunteering SA&NT and Volunteering SA&NT Service Users

Our Pledge to You:

- People who use Volunteering SA&NT's services will be treated in a professional, courteous and caring manner that respects race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability and economic status.
- Your personal privacy and confidentiality will be respected and protected in accordance with the Commonwealth Privacy Act 1988 and the Australian Privacy Principles.
- We do not disclose personal (and/or agency) information without the written permission of the service user as defined in our Privacy Policy.
- We will always provide you with information about the level, nature and costs of our services up front.
- You will be in a safe working environment when accessing our facilities.
- We will be happy to involve you in decisions concerning the type of service you receive and the manner in which it is provided.
- You can make a formal or informal complaint about Volunteering SA&NT's service if you are not satisfied. Your complaint or grievance will be investigated promptly and in confidence, in accordance with our Complaints and Grievance Policy (available on the VSA&NT web site www.volunteeringsa-nt.org.au). You will not need to fear losing services or being disadvantaged as a result.
- You will always be able to view information we hold on your file, with reasonable notice.

Our expectations of you, our service users:

- You will be respectful of Volunteering SA&NT staff, volunteers, other clients and Volunteering SA&NT property.
- That you will only participate in Volunteering SA&NT services in a fit state (and never under the influence of drugs or alcohol).
- You will maintain confidentiality regarding information about other clients or participants in groups or programs conducted by Volunteering SA&NT.
- You will provide us accurate information about yourself.
- You will give us honest feedback about the services we provide.
- You will accept responsibility for your decisions.