

Client Services Charter

The Client Services Charter is a document setting out the standard of service you can expect from us.

Your Rights

- To receive services which comply with and have adopted the National Privacy Principles contained in the Privacy Act 1988.
- To not have information about you provided to another party without your permission, unless there is an immediate threat to your or someone else's life.
- To have our staff treat you with respect.
- To be informed of your options within our area of expertise by appropriately trained workers.
- To receive information that is relevant, of high quality and culturally and linguistically appropriate.
- To receive services from us which observe the United Nations Principles for Older People.
- To have a say in the services we provide to you, including your right to participate in decisions concerning the type of assistance provided to you and the way it is provided.
- To express grievances and seek redress without fear that it could effect decisions in relation to the assistance you receive
- To have access to interpreters for our service.

How You Can Assist Us

- Letting us know if you have a complaint at any time while we are working with you.
- Not asking us to act in illegal or unethical ways.
- Treating our staff with respect.
- Providing us with all the information we need to assist you.
- Letting us know what you have already tried
- Providing feedback on our services.

Providing Feedback

Feedback on any service we provide can be given to the Manager of the Older Persons Programs Lifeline in the following ways:

Phone: 07 3250 1900

Fax: 07 3250 1929

Email: eapu@lccq.org.au

Website: www.eapu.com.au

Postal Address: PO Box 108 Fortitude Valley QLD 4006

Reviewed 24 June 2009