



Seeking information at the Independent Living Centre NSW?

What are your rights?

You have the right to:

- be provided with unbiased, professional information
- be assisted in a timely manner
- be treated with respect, and with privacy
- seek information from us without discrimination
- be treated as an individual, and to have your preferences understood
- raise concerns or complaints
- nominate the staff member within the ILCNSW who will act as your key contact during the handling of a complaint.

What are your responsibilities?

In order to seek service from us you should

- provide staff with accurate information about your needs
- respect the rights and needs of other people using our services
- inform staff ahead of time if you need an interpreter or have any other special needs
- treat our staff with courtesy
- understand that if you arrive without an appointment we will do everything we can to assist you, but we might not be able to allocate staff to assist

What will the Independent Living Centre NSW do?

We will:

- respect your knowledge of your needs and your ability to choose
- respect your privacy
- inform you of your rights and responsibilities
- inform you about service availability and alternatives
- provide you with unbiased information, related directly to your needs
- ensure your safety when visiting our offices