



Client Rights and Responsibilities

As a client of TOMNET you have a right to:

- be treated with a respectful, courteous and professional manner that respects and appreciates differences relating to race, ethnicity, gender, sexual orientation, age, disability and socio-economic status;
- receive appropriate, thorough and well-researched advice and/or referrals to other agencies;
- your staff acting in your best interest;
- be provided with a safe environment;
- your information being treated confidentially at all times;
- make a complaint about the service received from TOMNET and expect that this complaint will be investigated appropriately and in confidence;
- to be kept informed of the current status of your matter; and
- access an interpreter if required.

We expect all people using our service to:

- Show respect to staff and other clients of the service;
- Attend scheduled appointments or ring up to cancel if you're unable to attend;
- Be honest and open with staff so they can assist you in the best possible way; and
- Treat staff and volunteers with courtesy, respect and consideration

www.tomnet.org.au