



Service-User Rights and Responsibilities

As a service-user you have the right to:

- Receive services regardless of race, ethnic/cultural background, citizenship, age, creed, marital status, family status, colour, gender, gender identity, sexual orientation, religious belief, socio-economic status, (dis)ability or mental health.
- Be treated in a non-judgmental and respectful way.
- Be free from discrimination and harassment.
- Be able to access a fair and clear complaints process without fear of punishment.
- Have an opportunity to provide input and feedback into programs and services.
- Be given information about other services and resources available in the community in order to make informed decisions.
- Have forms and requests for information explained to your understanding.
- Have your personal information treated confidentially.

As a service-user you are responsible to:

- Treat staff and other service-users with respect. This includes ensuring behavior or actions are not harassing, offensive, discriminatory, threatening, and / or intimidating towards staff or others at Harmony Hall.
- Act within the policies, procedures and guidelines of Harmony Hall
- Respect the private property and belongings of Harmony Hall.
- Respect the private property and belongings of other service-users.