
Arafmi Carer Rights and Responsibilities



Carers at Arafmi have the right to be treated well. You can expect:

- We will treat you with respect and dignity.
- We will treat you fairly and behave with honesty and integrity.
- We will protect your personal information and only use it for the right reasons.
- We will plan and provide safe, quality services that are sensitive to individuals needs including age, lifestyle and cultural background.
- We will respect differences of opinion and approach any differences in an open and non-judgmental way

You have the right to participate

- You have the right to safe and comfortable places for supports and programs including online programs
- You have the right to make choices and decisions about services you receive.
- You have the right to be consulted, have your opinions heard and be involved in planning where possible and appropriate
- You have the right to information you need to make informed choices.
- You have the right to have someone assist you to participate and be involved.

You have the right to speak out

- You have the right to provide feedback including complaints about services.
- You have the right to a reply as quickly as possible.
- If you still are not happy, you have the right to complain again, or to talk with a relevant external organisation

Your responsibilities as a carer include:

- Let us know what supports you need and how you want to receive these (e.g. over the phone, with an interpreter)
- Inform us of any relevant changes e.g. change of contact details
- Let us know as soon as possible if you are unable to attend an appointment or event so we can try to reschedule an appointment or offer the space to another carer
- Choose someone to support you to make decisions if needed e.g. another family member
- Treat other people with fairness, honesty and respect
- Respect other people's right to a safe and comfortable environment
- Respect other people's right to privacy and confidentiality
- Give us honest feedback about our services

