

# Client rights

## As a client of NextSense, you have the right to the following.

-  Be treated with respect and courtesy.
-  Stay informed and be consulted.
-  Have a say in decisions made about your care and make informed choices.
-  Receive quality services.
-  Receive information in alternate formats on the same basis as your peers.
-  Expect privacy and confidentiality and access to all personal information held.
-  Have comments and feedback valued.
-  Have another person of your choice support you and advocate (speak up for you) on your behalf.
-  To make a confidential complaint if you are not happy with the services you receive.
-  Be supported through your journey with NextSense.

We want the NextSense experience to be great for everyone, so this is what we ask of you:

-  **Stick to the program.** Nothing is better than seeing our clients meet their goals. You have a huge role in that by attending each appointment, actively participating, and following our recommendations. If you can't keep an appointment, please let us know as soon as possible.
-  **Treat everyone at NextSense with respect and consideration.** This includes other clients and our employees. Any kind of disrespect is unacceptable. If we aren't meeting your needs or you have a problem with our service, please let us know about it. We welcome your feedback in person or you can use our feedback process online.
-  **Everyone's privacy is important.** Do not take photos or videos at NextSense that include other NextSense clients or employees without getting their permission first. Even if you get permission, you must not post any photos or videos taken at NextSense to social media for child safety and respect for privacy.
-  **Help keep yourself, other clients and our employees safe.** We do everything we can to make our services safe, but if you spot a problem please tell one of our employees or email [hello@nextsense.org.au](mailto:hello@nextsense.org.au). If you are experiencing illness, please cancel your session. If we are providing services in your home, it is your responsibility to make sure our staff are safe. Please keep pets away and do not smoke while we're there.
-  **Keep us informed.** We need information about you so we can provide services that meet your needs. If your needs or details change, please let us know.
-  **If we send you an invoice, please pay us on time.** We are a not-for-profit organisation that relies on your payment as well as donations and taxpayer funding to continue providing great service to you.

## For further information, contact us:

-  1300 581 391
-  [hello@nextsense.org.au](mailto:hello@nextsense.org.au)
-  [nextsense.org.au](http://nextsense.org.au)

