

Client Rights and Responsibilities

As a client of Court Network you have a **right** to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment when accessing our services.
- Choose to use or not use our services.
- Be consulted and participate in decisions concerning the type of assistance you receive and the manner in which it is provided. Choose to provide the level of information about yourself to Court Network beyond what is needed to provide the service. Provide feedback about the service you have received from Court Network.
- Make a complaint about the service received from Court Network and expect that this complaint will be investigated appropriately and in confidence.

As a client of Court Network you have the **responsibility** to:

- Be respectful of others, including Court Network staff, volunteers, and other clients.
- Be respectful of Court Network property.
- Participate in the service in a fit state (not under the influence of drugs or alcohol).
- Participate in the service to as positive a manner as possible to maximise the benefit you may receive from Court Network's assistance.
- Provide accurate information about yourself in order to receive the best service.

