

# Client responsibilities policy

## Purpose

We want the RIDBC experience to be great for everyone – for our clients as well as people who work for us. This policy explains clients' responsibilities to help make their own and others' experience as good as it can be.

## Scope

This policy applies to all employees and all clients.

## Policy

These are the things we ask you, our clients, to do:

- **Stick to the program.** Nothing is better than seeing our clients meet their goals. You have a huge role in that by coming to 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 RIDBC with respect and consideration.** This includes other clients as well as our employees. Any kind of disrespect is never acceptable. 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 system](#).
- **Help keep yourself, our employees and other clients 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 [info@ridbc.org.au](mailto:info@ridbc.org.au). 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 are there.
- **Keep us up to date.** 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 with limited resources, so we depend on your prompt payment to keep our doors open.

## Definitions and abbreviations

<b>Term</b>	<b>Definition</b>
Clients	People who receive our services and may include their families, carers and other people who support them.
Employees	Salaried staff, casuals, contractors, volunteers and students of RIDBC.

## References

Clients' rights policy (POL00006)

Feedback procedure (PRD00025)