



Client Rights & Responsibilities

Statement of Rights and Responsibilities of Clients of The Salvation Army (TSA)

Your Rights

You have the right to be free from physical, verbal, emotional, sexual, and financial abuse.

You have the right to be treated with dignity and respect as an individual.

You have the right to be consulted on support needs and preferences and be informed as to how to participate in the service and contribute to decision making in culturally appropriate ways.

You have the right to be treated in a fair and non-discriminatory manner. You have the right to be consulted on substantial changes in the way the service is managed.

You have the right to have control over your own personal property (within service limitations).

You have the right to make a complaint and to appeal any decision.

You have the right to have access to safe, secure, and affordable accommodation.

You have the right to have access to your personal information held by this service and have this information kept confidential

Your Responsibilities

You have the responsibility to refrain from physical, verbal, emotional, sexual, and financial abuse of others.

You have a responsibility to treat others with dignity, and to respect as individuals, everyone involved with this service.

You have a responsibility to inform staff of your support needs and contribute to decision-making.

You have the responsibility to treat others in a fair and non-discriminatory manner.

Improving the service is everyone's responsibility and your contributions are valued.

You have the responsibility to respect the personal property of others.

You have the responsibility to seek a fair resolution to any complaints.

You have the responsibility to follow the rules of the service, once informed of them, to ensure safety and security.

It is your responsibility to respect the rights of others including their rights to confidentiality

Oasis Responsibilities

Safety guidelines exist to help make it a safe place for you while you are here. These guidelines apply to staff, volunteers and service users.

This is a basic human right and consistent with The Salvation Army's Biblical principles. When we work together you will be treated as an individual. The staff will consider your individual needs.

While at Oasis staff will support you in your decision-making. Staff will also work with you to determine your support needs and appropriate outcomes.

Oasis has guidelines about the way we should treat and respect others and ourselves.

Oasis has a way for you to make suggestions in the running of the service. The staff will encourage you to share your ideas about how to improve the service.

Oasis recognises that personal property is valuable to its owner.

Oasis will deal with complaints fairly and quickly. Making a complaint will not be held against you now or in the future.

Safety and security is everybody's responsibility. Oasis has processes for your safety and security.

Oasis will treat everyone's personal information in a confidential manner.