

## Seeking information at Assistive Technology Australia?

### What are your rights?

You have the right to:

- be provided with unbiased, professional information
- be assisted in a timely manner
- be treated with respect, and with privacy
- seek information from us without discrimination
- be treated as an individual, and to have your preferences understood
- raise concerns or complaints
- nominate the staff member within AT Australia who will act as your key contact during the handling of a complaint.

### What are your responsibilities?

In order to seek service from us you should

- provide staff with accurate information about your needs
- respect the rights and needs of other people using our services
- inform staff ahead of time if you need an interpreter or have any other special needs
- treat our staff with courtesy
- understand that if you arrive without an appointment we will do everything we can to assist you, but we might not be able to allocate staff to assist

### What will the Australia Technology Australia do?

We will:

- respect your knowledge of your needs and your ability to choose
- respect your privacy
- inform you of your rights and responsibilities
- inform you about service availability and alternatives
- provide you with unbiased information, related directly to your needs
- ensure your safety when visiting our offices