

Attachment B – Rights and Responsibilities

Community Care Beenleigh Districts Inc.

People wishing to use the Community Care Beenleigh Districts Inc. have the right to expect that every effort will be made to ensure that their rights are upheld. Similarly, both the client and the organisation have responsibilities to each other.

You have a right to:

- Be treated fairly and with respect regardless of your personal circumstances and beliefs
- Be informed about the program's eligibility criteria
- Be informed about the loan assessment processes
- Receive support and referrals to a financial counsellor if applicable
- Be informed about the responsibilities to fulfil the loan requirements
- Be informed about how client information is recorded and who will have access to this information
 - Information gathered at the initial enquiry stage will be kept for up to 12 months.
 - Information gathered during the Loan Interview will be kept for seven years
 - All information will be kept in a secure loan administration database and/or in a locked and secure filing cabinet
- Be provided with information about how to make a complaint and have the complaint dealt with fairly and promptly without retribution
- Access your personal file after the NLS Loan Assessment Committee has received a request in writing
- If available and necessary, access an interpreter, advocate, or other support person to assist with the NLS application.

Your responsibilities are to:

- Act in a manner that respects the rights of other clients and staff of the organisation
- Ensure all information provided for the purpose of the loan enquiry and interview is true and correct, and that no false or misleading information is given at any time
- Make regular repayments as stated in the Loan Agreement
- Contact Community Care Beenleigh Districts Inc. if you are experiencing difficulties or unable to make a repayment/s
- Advise Community Care Beenleigh Districts Inc. if a replacement repayment book is required, if applicable
- Advise Community Care Beenleigh Districts Inc. if Centrepay is no longer available due to changes in circumstances and arrange for a repayment book
- Advise Community Care Beenleigh Districts Inc. if contact details, including address or telephone number, have changed.