



UNDERSTAND YOUR RIGHTS & RESPONSIBILITIES

If you are unhappy with our service or have any suggestions for how we could do things better, please let our staff know.

If you are unhappy with our service, we encourage you to make a complaint. Please speak to a staff member or manager. If you are not happy with the response you can complete our COMPLAINTS FORM which can be downloaded from the Dardi Munwurro website or ask a Dardi Munwurro staff member to print a copy for you.

As a participant in the Dardi Munwurro program you have the right to:

- Respect
- A culturally appropriate service
- A safe and high quality service
- Good communication
- Assistance if you are unhappy with our service, and to have a support person assist you
- Be involved in decision making and ask questions about how we support you
- Make a complaint

As a participant, you have the responsibility to:

- Provide us with correct and up-to-date information
- Show respect for our staff, mentors, other community members and Dardi Munwurro property
- Tell us if you will not be attending an appointment, group or camp
- Not behave in a violent, aggressive or threatening manner when attending a group camp or other activity
- Not be intoxicated or under the influence of drugs while attending our programs

Making a complaint

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