CUSTOMER RIGHTS POLICY

SHIFT
ACCESSIBLE HOMES

Policy

SHIFT is committed to, and responsible for respecting customers' legal and human rights and enabling and empowering them to exercise choice and control.

Principles

We will:

- Support, promote, uphold and respect your individual right to freedom of expression, self-determination and decision-making.
- Provide access to supports that respect culture, diversity, values and beliefs of individuals.
- Deliver supports that respect and protect your dignity and right to privacy.
- Provide information in a format that is easily understood.
- Integrate quality management into all facets of service delivery and corporate operations.
- Provide a consistent approach to empower you to make informed choices, exercise control and maximise independence.
- Deliver supports that are free from violence, abuse, neglect, exploitation or discrimination.
- Seek feedback to support your rights as individuals and inform quality improvement.
- Encourage and support access to advocacy services to promote your interests and wellbeing.