

Client's Rights

TRAVELLERSaid

Service users of all Travellers Aid sites have a right to:

- Respect for their individual human worth, dignity and privacy
- Participate fully in the life of society and support their efforts to gain and maintain independence
- Be informed about available services and how to participate in, and contribute to, decision making
- Have services provided by appropriately qualified and / or experienced staff
- Be consulted about their needs and preferences
- Have control over their own lives and be included in decisions concerning the type of assistance provided and the way it is provided
- Appropriate assistance which is flexible in response to their changing needs and priorities
- The right to alternative information and services if Travellers Aid has not met their needs
- Access to a quality services irrespective of sex, race, ethnicity, culture language, religion, marital status, disability, sexuality or age
- Expect assistance that is reliable, of high quality, culturally and linguistically relevant
- Privacy and confidentiality (except where compelling ethical, moral or legal reasons e.g. complying with child protection legislation)
- Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive
- Have grievances about service delivery heard and dealt with in a fair and objective manner

- The right to be assessed for access to services, within a time frame and without discrimination

Client's Responsibilities



Clients who are using Travellers Aid services have a responsibility to:

- Not display aggressive behavior toward staff or clients - we have the right to refuse service and ask them to leave
- Act in a way which respects the rights of other clients and staff
- Respect as individuals everyone involved in the provision of service
- Respect the rights of others including their rights to confidentiality and privacy
- Inform staff of support needs
- Let the service know if they are not available for an appointment.
- Respect the human worth and dignity of the service provider's staff and clients
- To play their part in helping the service provider to provide them with services
- Respect and abide by the rules and responsibilities whilst in Travellers Aid centres

Thank you from the staff at Travellers Aid