



# Consumer Rights & Responsibilities Statement

## **Consumer Rights**

Consumers' key rights within the Life Education Queensland Program are:

- The right to be treated with courtesy and respect.
- The right to be informed and consulted about available services.
- The right to complain about service provision without retribution.
- The right to receive high quality education services and information.
- The right to privacy and confidentiality, and to have access to all personal information kept about the consumer.

## **Consumer Responsibilities**

Consistent with their status as members of Australian society, consumers of Life Education Queensland services have a responsibility:

- To treat all Life Education Queensland staff, contractors and volunteers with courtesy and respect.
- To provide a safe work environment for staff and help them to provide students with services safely.
- To play their part in helping Life Education Queensland to provide them with services.

## **Life Education Queensland Responsibilities**

In providing services, Life Education Queensland has a responsibility:

- To treat all consumers with courtesy and respect.
- To inform consumers of their rights and responsibilities in relation to Life Education Queensland services.
- To be responsive to the diverse social, cultural and physical experiences and needs of consumers.
- To inform the consumer about the service to be delivered and any fees charged.
- To inform the consumer of the standards to expect in relation to services they may receive.
- To respect the privacy and confidentiality of the consumer.
- To allow the consumer access to information held about them.
- To deliver services to the consumer in a safe manner.
- To deal with consumer's complaints fairly, promptly and without retribution.
- To take into account the consumer's views when planning, managing and evaluating service provision.