

# Time for Grandparents

## Client Service Charter

**This Client Service Charter sets out the standard of service you can expect from UnitingCare's Time for Grandparents program.**

### Your rights

- To receive services which comply with and have adopted the National Privacy Principles contained in the Privacy Act 1988.
- To not have information about you provided to another party without your permission, unless there is an immediate threat to your or someone else's life.
- To have our staff treat you with respect.
- To be informed of your options within our area of expertise by appropriately trained workers.
- To receive information that is relevant, of high quality and culturally and linguistically appropriate, including access to interpreters for our service.
- To receive services from us which observe the United Nations Principles for Older People.
- To have a say in the services we provide to you, including your right to participate in decisions concerning the type of assistance and the way it is provided.
- To express grievances and seek redress without this impacting the assistance you receive.

## How you can assist us

- Letting us know if you are not happy with our service at any time while we are working with you.
- Not asking us to act in illegal or unethical ways.
- Treating our staff with respect.
- Providing us with all the information we need to assist you.
- Providing feedback on our services.

## Providing feedback

There are several ways you can provide feedback or make a complaint:

**Phone:** 07 3867 2500

**Email:** [grandparentsinfo@uccommunity.org.au](mailto:grandparentsinfo@uccommunity.org.au)

**Postal address:** PO Box 2376, Chermside Central, Qld 4032