



## Client Rights Statement

All Lifeline Gippsland **13 11 14, Suicide Prevention & Support Program and Care Call Clients** have the right to:

- Telephone Crisis Support
- Privacy, and the expectation that services will be provided in a confidential manner
- Respect and Dignity
- Freedom from discrimination in any form
- Referrals to access other resources.
- Make their own choices about their lives and futures.
- Make suggestions on how Lifeline Gippsland can make improvements to its services.
- Make a complaint if they feel they have been treated unfairly or disrespectfully.

## Client Responsibilities Statement

All Lifeline Gippsland Clients will be responsible for:

- Treating others with Respect and Dignity irrespective of culture, religion, age or gender
- Providing correct and necessary information to the best of their ability and undertaking agreed commitments



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Release Date 27<sup>th</sup> July, 2015

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