

CLIENT RIGHTS AND RESPONSIBILITIES



Victims of Crime NT
supporting victims of crime

As a client of Victims of Crime NT, you have the right to:

- Be treated with respect, dignity and consideration.
- Be informed about what services are available.
- Choose what service you will receive.
- Refuse assessment or service.
- Express your views and ideas, make comment, or complain.
- Privacy and Confidentiality – Victims of Crime NT has policies and procedures in place to ensure that your privacy and confidentiality is protected. Please ask us if you would like to see these documents.
- Have access to your own records following established procedure.

As a client of Victims of Crime NT, you have the responsibility to:

- Respect the rights of staff and volunteers to work in an environment that is free from harassment.
- Provide all the relevant information to enable staff and volunteers to provide the assistance you need.
- Accept the results of any decisions you make.
- Keep appointments and tell us beforehand if unable to do so.