



## **CLIENT RIGHTS & RESPONSIBILITIES**

### **As a client of ASST you have the right to the following:**

1. To have your needs as a person seeking asylum or convention refugee fairly heard and acted on to the best of ASST's ability, without discrimination of any form.
2. To be treated with respect and dignity both by staff and others including other clients
3. To have your privacy respected and all matters relating to you be treated in confidence unless you state otherwise
4. To know that ASST staff are well trained and supervised and that the service they give you is of high quality, and honest.
5. Privacy - To be fully informed at all stages of any advocacy that we may be undertaking on your behalf.
6. To complain if for any reason you feel you are being treated unfairly either by staff or other clients, and have access to a complaint procedure
7. To know that if any matters arise that we may be concerned about we will immediately address these matters with you
8. To feel safe in all dealings with us
9. An interpreter if you feel you need one to ensure we fully understand your situation and concerns.

### **As a client of ASST you have the following responsibilities:**

1. To notify us of any change to your personal circumstances
2. To be respectful and accepting of others who use this service including their rights to privacy and confidentiality
3. To notify us if for any reason you feel you are being treated unfairly.