



## Charter of Client's Rights and Responsibilities

You have the right to:

- As a participant on an all Access Holiday you have the right to have your personal information protected. All Access will never share your information with a third body unless we have been given your express permission.
- As a participant you have the right to access a copy of the information that All Access keeps. This includes participation notes.
- All Access Holidays is committed to treating all participants equally, regardless of race, sex, gender, religious affiliation or disability.
- Participants have the right to appoint an advocate to act on their behalf
- Participants have the right to be free from all discrimination and bullying whilst participating on an All Access Holiday.
- Participants have the right to be treated with dignity and respect.
- Participants have the right to make a complaint about the services they have received without fear that current or future services will be adversely affected. All complaints will be investigated, and participants will be informed of outcomes.

You have the responsibility to:

- Treat all participants and All Access Holiday staff with respect and courtesy.
- Inform All Access Holidays if there has been a change in your circumstances that could affect your participation on a holiday.
- Respect the privacy of All Access Holiday staff and all other participants in the group.
- Refrain from taking any illicit substances or offensive materials whilst away with All Access Holidays.