

CONSUMER AND PROVIDER CHARTER

» **Respect**

As a consumer, I have the right to feel safe and respected; please talk kindly and honestly with me

As a provider, I have the right to feel safe and respected; please talk kindly and honestly with me

» **Cultural needs**

As a consumer, I may or may not share my cultural obligations but I am free to access food with no expectations that I should

As a provider, I respect your cultural obligations without judgement or prejudice and provide service to you without expectation that you should listen or follow my cultural obligations

» **Recognition of the struggle**

As a consumer, I don't feel shame or judged because of my struggle

As a provider, I recognise your struggle and do not judge you because of it

» **Safety**

As a consumer, I have the right to feel connected and safe; please show me I am connected and safe

As a provider, I will do all that I can to help you feel connected and safe

» **Dignity of choice**

As a consumer, my choices are mine; I am doing the best I can right now, please help nourish me while I work through it

As a provider, I recognise your choices are yours, I will provide you with food

» **Responding to dietary needs**

As a consumer, I feel safe to tell you my dietary needs and preferences and understand you are working towards sourcing appropriate food for my needs

As a provider, I may or may not have your dietary needs or preferences, but I recognise you are entitled to them and will do my best to source food to suit these

» **Privacy**

As a consumer, I will only share the information I wish to share and recognise this may limit the support you can provide

As a provider, I respect your privacy and will only ask you to share information for the purpose of linking you with further supports you have asked me to assist you with

» **Hope**

As a consumer, please know I can live a good life

As a provider, I believe you will live a good life

» **Complaints**

As a consumer, I feel supported to use the complaints charter and process when I feel the service has not met its commitment to me

As a provider, I will make available to you a complaints process and work with you so that you understand how to use it