



Your rights and responsibilities as a member of Disability Sport & Recreation

Disability Sport & Recreation (DSR) aims to provide the best possible service to our members and the community. We can work together when we:

- recognise each other's unique experience
- listen to each other
- respect each other's views.

As a member of DSR, you can expect to receive reasonable, individual and respectful advice, support, information and recommendations.

We will actively try to give you suitable and relevant information and will respond to your questions in a timely manner.

At DSR we:

- **Speak** to each other with respect and honesty.
- **Listen** to each other's opinions.
- **Treat** each other without prejudice and with consideration for cultural diversity.
- **Respect** each other's time and space.

Our values

We are:

- Friendly
- Accountable
- Open
- Respectful
- Appreciative
- Progressive

As a member of DSR, you have a responsibility to:

- **Treat** others with consideration and respect.
- **Make sure** that by exercising your rights, you do not restrict the rights of others.
- **Make sure** that your actions do not threaten, harm or make others feel unsafe.

As a member of DSR, you have the right to:

Respect

Your culture, beliefs, values and personal characteristics will be respected.

Privacy

Your membership records are confidential and you have a say in what happens to your information. You have the right to access or update your records. You can do this by contacting the General Manager.

Feedback

You can complain or provide feedback about our services or programs. Your concerns will be dealt with properly and promptly.

Safety

You have the right to feel safe when taking part in our activities and interacting with our staff and volunteers.

Participation

You can choose to be involved in any activity that you feel meets your unique interests and abilities, without fear of exclusion or marginalisation.

Communication

You have a right to receive information in a way that you can clearly understand. You can ask questions either directly, or through an interpreter or advocate.