



Canberra Seniors Centre

Service Information Booklet

July 2019

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CANBERRA SENIORS CENTRE

WELCOME

Welcome to Canberra Seniors Centre Services. This document outlines details about the support services we provided to people living in the ACT. Once the details have been discussed with you at your assessment, and you want to access our services, please sign the service agreement form to indicate that you have an understanding of the services available to you and your rights and responsibilities.

ABOUT US

Canberra Seniors' Centre (CSC) was established in 1965 and provides a wide range of social and recreational opportunities for people aged 50 years and over, including some people with disabilities, in the ACT and region. Activities provided aim to enhance the physical and mental health and the social wellbeing of CSC members. They include exercise and relaxation classes, art and craft classes, board and card games, U3A classes and a range of multicultural activities. Meals and a range of multicultural activities are provided through other funding arrangements.

Our Vision

The Canberra Seniors Centre will achieve excellence in the provision of services to increase the health and social well-being of all our clients.

Our Mission

Provide quality services, and be the strong and credible voice for frail older people, their families, carers and the ACT community.

The primary purpose and role of Canberra Seniors Centre is to provide a Centre which our members, the community and the Government see as a well organized and well-managed meeting place – vibrant, friendly, and supportive. Seniors of all nationalities and backgrounds undertake stimulating activities in order to promote social interaction and healthy ageing and have access to sensitive welfare assistance.

Our Values

Core values that will help us deliver on our purpose are:

- **Promotion of healthy ageing** – we believe all seniors benefit from opportunities to develop their physical, social, mental and emotional wellbeing.
- **A supportive and friendly atmosphere** – we care for each other, we provide support in time of need and we are non-judgmental.
- **Inclusivity** – we welcome seniors of all cultural and ethnic backgrounds.

- **Members needs** – we put the needs of our members before facilities, organisational arrangements and profit.
- **Appreciation of others** – we value the quality, experience and wisdom of senior Australians and the voluntary efforts they make in support of the Centre and the community.

OUR SERVICES

Canberra Seniors Centre provides a comprehensive range of services including advice, counselling, education and activities support for people over 50 in the ACT.

NEWSLETTER

A monthly newsletter *The Clarion* providing information about Canberra Seniors Centre services and events.

CANBERRA SENIORS CENTRE CONTACT DETAILS

Canberra Seniors Centre
10 Watson Street
Turner ACT 2612

Postal Address
10 Watson Street
Turner ACT 2612

Ph: (02) 6248 9509

Fax: (02) 6248 9866

Email Address:

cseniors@bigpond.com

www.canberraseniors.org.au

ACCESSING SERVICES

ASSESSMENT PROCESS

Before you can receive services you must be assessed to see if you are eligible. For most of the services, a staff member will arrange to meet with you and will complete an assessment and with your input develop a personalised Activity Plan. You have a right to have an advocate present at this visit. That may be a carer, family member or a person of your choice to assist you.

The assessments will identify the services you require from Canberra Seniors Centre to support you. If we are not able to assist you, then our staff will let you know of other services and arrange a referral if required.

PRIORITY OF ACCESS

Services are prioritised during the assessment process to ensure those with the greatest need and/or capacity to benefit, receive priority for services.

WAITING LISTS

From time to time, where demand for services exceeds available resources, we may need to use waiting lists. Those people placed on the waiting lists are prioritised according to their assessed needs. Waiting lists are reviewed regularly, and as resources become available, people are offered services. If we need to use a waiting list for a service, you will be informed at the assessment, and other strategies or options may be suggested to assist you prior to the availability or commencement of services.

REFUSAL OF SERVICE

You may choose to refuse a service from Canberra Seniors Centre. Refusal of service does not stop you from accessing services in the future. People are able to re-apply for services in the future without prejudice.

If, following assessment, Canberra Seniors Centre believes that we are unable to help, we will talk to you about other support options and services which may be able to help you.

Access to services may be declined if it is determined that a need for the service has not been met, the referral does not meet the eligibility criteria for services, the needs for service are outside the scope of the services provided by Canberra Seniors Centre.

INELIGIBILITY

Should someone be determined as ineligible for a service they will be advised of the reason for the decision. Should they disagree with the decision they have the right to appeal the decision. Appeals should be made in writing to the CEO of Canberra Seniors Centre.

ACTIVITY PLANS

The staff member will negotiate with you a range of services which will meet your needs. What you decide to access will be developed into an activity plan which sets out the services you choose to receive, when you will receive these services and any cost to you.

REVIEWS

Reviews are carried out once each year, or more often, depending on your changing level of need. Services are never infinitely allocated, and are always based upon review of changing needs. Canberra Seniors Centre may review services should your health and care change which may affect ongoing eligibility for a service. This review will be done in consultation with you and/or your carer.

COSTS

Some services provided by Canberra Seniors Centre such as groups activities, meals and events may incur a fee. You will always be informed if there are costs involved in an activity. We also welcome donations to assist us to continue to offer our range of services to people in the ACT.

WORK HEALTH AND SAFETY

We have a duty to ensure that all our members and clients are in a healthy and safe environment.

We ask that you inform us if there are any unsafe conditions in the centre or if you are unwell or the doctor has diagnosed you with a short term infectious disease.

All our staff and volunteers are asked not to smoke in the premises. We also request that you do not smoke in the centre (to ensure that staff are not exposed to smoke in the workplace).

We also ask that staff be treated with dignity and respect.

WHAT HAPPENS IF YOU DO NOT ATTEND A SCHEDULED APPOINTMENT?

It is important that you let a staff member in the office know if you are not able to attend a planned appointment. If you cannot contact the staff please ask a relative, friend or neighbour to contact us. Appointments include consultation, office appointments and group activities.

During the assessment you will be asked who we can contact in case of an emergency. If you are not able to attend a planned appointment and we have not heard from you, then staff will attempt to contact you or your emergency contact person to ensure that you are safe.

OUR SERVICE COMMITMENTS

Canberra Seniors Centre provides a range of services for seniors over 50s.

Canberra Seniors Centre wants to give you the best quality service possible. If you have found our service helpful or have any ideas on how something can be done better, please let us know. We also want to know if you are not happy or have concerns about any part of our service. Your feedback will help us to improve our services. Canberra Seniors Centre's services are compliant with the Commonwealth Government's Home Care Common Standards.

When you use the services provided by Canberra Seniors Centre you can expect to:

- Have quality services delivered by skilled and experienced staff.
- Be treated with courtesy and respect;
- Have your personal beliefs and privacy respected;
- Be informed of the range of services provided by Canberra Seniors Centre;
- Be informed of services provided by other organisations that may be of assistance;
- Be involved in any decision making that affects you;
- Be asked for your consent before any service or activity is commenced or changed;
- Be informed of your rights and responsibilities;
- Have a person of your choice accompany you or act on your behalf as an advocate;
- Have access to interpreter services if required; and
- Comment on and provide feedback on services provided.

YOUR PRIVACY

It is necessary for us to collect and record some of your personal information so that we can provide the best possible service.

- Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.
- You may also choose to remain anonymous if you prefer.
- You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your client record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.
- We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

- You have a right to request access to your information and to ask for it to be corrected if necessary.

YOUR FEEDBACK

Feedback can be:

- a compliment
- a suggestion about changes to our services
- an idea about new services
- a concern about services
- a complaint about services.

Feedback can be made in person, by phone or in writing. You can also request a Feedback form from Canberra Seniors Centre to assist you.

COMPLAINTS

Making a complaint can be difficult, so if you do have a complaint about Canberra Seniors Centre this is a guide to help you. First it is best to talk to the person concerned. If you do not feel comfortable about this, you can speak or write to their supervisor. If the complaint is about a staff member, please contact the CEO. If the complaint is about the CEO, or member of the Canberra Seniors Centre Board please contact the Chair of the Board.

WHAT HAPPENS AFTER THAT?

Your complaint will be recorded in a separate file so that the problem can be dealt with sensitively and quickly. You will receive a letter within 14 days of making your complaint. This letter should:

- Restate your comments to ensure Canberra Seniors Centre understands your complaint.
- Give the name of the person who is managing your complaint and how they may be contacted.
- State the time and the steps the worker will take to deal with your concerns.

WHAT HAPPENS AFTER I GET MY LETTER?

Once you have received your letter, the worker handling your complaint will contact you to talk about what you want to do and the next steps. If we have not been able to resolve the complaint within the 14 days we will ask you to formalise the complaint in a letter (if you have not already done so).

Canberra Seniors Centre aims to investigate and resolve all complaints within 30 days of receipt of the written complaint. If this not possible we will write to you and explain why.

All complaints will be dealt with:

- Seriously Quickly Confidentially
- Without stopping your right to use Canberra Seniors Centre services.

WHAT IF I NEED AN INTERPRETER?

Canberra Seniors Centre will assist you if you need an interpreter. There will be no cost to you for this service.

CAN I HAVE SOMEONE TO HELP ME?

Yes! It is OK to have a friend, advocate or person you trust to help you in any of your dealings with Canberra Seniors Centre. This person can help you put your comments in writing, be with you when you put forward your comments or attend any meetings.

WHAT IF I AM NOT HAPPY WITH THE RESULT?

If you are not happy with the outcome of the complaints process you obtain further assistance by contacting one of the advocacy or complaints services listed below.

ADVOCACY

An advocate is someone who stands beside you and works solely on your behalf and at your direction. They listen to your concerns, give you information and speak up for you if you want them to. Before taking action, they will seek your permission.

Advocates can:

- support you to speak out on your own behalf
- speak for you to service providers and other agencies eg the Complaints Investigation Scheme about your concerns
- refer you to other agencies when needed

WHO CAN BE AN ADVOCATE?

An Advocate can be anyone you nominate including:

- A family member
- A carer
- A friend or neighbour
- A guardian
- The Public Advocate
- An advocacy service

WHAT CAN ADVOCACY SERVICES DO?

Advocacy Services can:

- provide you with information and advice about your rights and responsibilities

- support you to be involved in decisions affecting your life
- assist you to resolve problems or complaints in relation to aged care services
- promote the rights of older people to the wider community

WHO ARE AGED CARE ADVOCACY SERVICES FOR?

Advocacy is available for people receiving aged care services. This includes people who:

- live in residential aged care
- receive a community aged care package (support at home)
- receive flexible care
- have been assessed by an Aged Care Assessment Team (ACAT)
- used to receive aged care services or
- are representing the interests of the person receiving aged care services

ADVOCACY & COMPLAINTS SERVICES

National Aged Care Advocacy Line

Phone: 1800 700 600
 Visit the Older Persons Advocacy
 Network website: opan.com.au

THE ACT HUMAN RIGHTS COMMISSION

Level 2
 11 Moore Street
 CANBERRA CITY ACT 2601
 Phone: (02) 6205 2222
 Website: hrc.act.gov.au/public-advocate/
 Email: human.rights@act.gov.au

THE AGED CARE QUALITY AND SAFETY COMMISSIONER

Aged Care Quality and Safety
 Commission
 GPO Box 9819
 Canberra ACT 2600
 Website:
<https://www.agedcarequality.gov.au/>
 Email: info@agedcarequality.gov.au
 Free Call: 1800 951 822

ADACAS

Suite 104, Block C
 Canberra Technology Park
 Phillip Avenue WATSON ACT 2602
 Email address: adacas@adacas.org.au
 Website: www.adacas.org.au
 Phone: 02 6242 5060
 TTY: Call 133 677 and ask for
 02 6242 5060

ADVOCACY FOR INCLUSION

Griffin Centre, Suite 2.02
 20 Genge St
 Canberra City ACT 2601
 Email Address:
info@advocacyforinclusion.org
 Website:
<http://www.advocacyforinclusion.org>
 Phone: (02) 6257 4005



Statement of Service User Rights Policy

What you can expect when you use our services

Canberra Seniors Centre provides a range of services to support all people.

Our Service Commitments

When you use the services provided by Canberra Seniors Centre you can expect to:

- be treated with respect
- be involved in deciding what care will meet your needs
- have a written agreement covering everything you and your service provider have agreed to
- have your care and services reviewed
- privacy and confidentiality of your personal information
- be given information on how to make comments and/or complaints about your care and services
- have your fees determined in a way that is transparent, accessible and fair

Your Privacy

It is necessary for us to collect and record some of your personal information so that we can provide the best possible service.

- Your information can only be seen by the professionals in this service involved in your care. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.
- You may also choose to remain anonymous if you prefer.
- You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your service user record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.
- We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.
- You have a right to request access to your information and to ask for it to be corrected if necessary.

Your Feedback

Canberra Seniors Centre welcomes comments, compliments and complaints as valuable feedback, will investigate all fairly, because it helps to improve the way services are delivered. You can do this either verbally or in writing, to discuss your suggestions with staff. At times, Canberra Seniors Centre may also contact you directly to seek your suggestions for improving the quality of services.

If you wish to raise a matter of concern you can write or talk to:

- The staff member/volunteer providing the service;
- The CEO.

Alternatively, you may choose to contact:

Aged Care Quality and Safety Commission on 1800 951 822 (free call);

Older Persons Advocacy Network (OPAN) on 1800 700 600;

ADACAS Advocacy service on (02) 6242 5060;

Disability and Community Services Commissioner's complaint line on (02) 6205 2222.

They will be able to assist you further.

Feedback and complaints

ADACAS encourages feedback, including complaints, as an important way to improve our services. We take all complaints seriously and have a formal process in place to ensure your concerns are considered in a manner that respects your rights, is confidential, and is fair and transparent.

Please ask for the ADACAS fact sheet 'Making a complaint about ADACAS: Information for clients' if you would like further information.

Privacy and confidentiality

When helping you with an issue, an ADACAS advocate may need to gather personal information about you. We are committed to keeping this information confidential and are required by law to ensure your personal information is collected, used and disclosed in the proper way.

Please ask for the ADACAS fact sheet 'Privacy and confidentiality: Information for clients' if you would like further information.

ADACAS receives funding from the:

Australian Government (National Aged Care Advocacy Program; Home and Community Care Program; National Disability Advocacy Program)

ACT Government (Mental Health Consumer Advocacy Program; Home and Community Care Program)

NSW Government (IDEAS Disability Advocacy Brokerage Program)

We also gratefully accept donations. ADACAS is a Public Benevolent Institution for taxation purposes so donations of \$2.00 or more are tax deductible.

If you think we may be able to help you please

Phone, fax us or email us:

Phone: (02) 6242 5060

TTY: Call 133 677 (National Relay Service) and ask for 02 6242 5060

Fax: (02) 6242 5063

Email: adacas@adacas.org.au

Visit us:

Suite 104, Block C

Canberra Technology Park

Phillip Avenue

WATSON ACT 2602

Write to us:

PO Box 144

DICKSON ACT 2602

You can find out more about ADACAS at:

www.adacas.org.au



ACT Disability, Aged
and Carer Advocacy
Service

Phone: (02) 6242 5060

TTY: Call 133 677 (National Relay
Service) and ask for 02 6242 5060

Fax: (02) 6242 5063

Email: adacas@adacas.org.au

ENGLISH
ARABIC
CHINESE
CROATIAN
GREEK
ITALIAN
JAPANESE
PORTUGUESE
SERBIAN
SPANISH
TURKISH
VIETNAMESE

If you need interpreting help, telephone:

إذا احتجبت المساعدة في الترجمة الخطوية، اتصل برقم الهاتف:

如果你需要传译员的帮助，请打电话:

Ako trebate pomoć tumača telefonirajte:

Αν χρειάζεστε διαμετρήτες τηλεφωνήστε στο

Se avete bisogno di un interprete, telefonate al numero:

اگر آپ ترجمہ کیلئے مدد چاہتے ہیں تو اس نمبر پر

Se voce precisar de ajuda de um intérprete, telefone:

Ако вам је потребна помоћ преводачица, телефонирајте:

Si necessita la asistencia de un intérprete, llámame al:

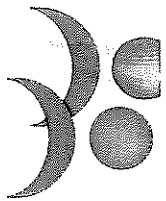
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Nếu bạn cần một người thông-ngôn hãy gọi điện-thoại:

TRANSLATING AND INTERPRETING SERVICE

131 450

Canberra and District - 24 hours a day, 7 days a week



ADACAS believes that every person should have the opportunity to:

- *Be free from discrimination*
 - *Access the services and supports they need*
 - *Participate in community life*
 - *Have a say in decisions about their lives*
 - *Pursue their potential*
 - *Have a good life*
- We vigorously advocate for and with vulnerable people who have a disability or who may be aged, so that they may exercise their rights as citizens, live valued and dignified lives in the community, and pursue their dreams.**

Who we are

ADACAS is an independent community organisation that provides free advocacy and information to:

- People with disabilities
- People who experience mental health issues
- Frail older people
- Carers

Advocacy means that we stand beside you to help you represent your interests when for some reason you are unable to exercise your choices, rights and responsibilities on your own behalf. ADACAS also advocates broadly on issues that are common to many people, and provides community information and education.

What we do

If you are concerned about your rights, services and supports, care and treatment, or decisions being made about your life, we may be able to help.

We will:

- Listen carefully to you (on the phone or in person)
- Take the time to understand your needs and goals
- Work with you on a confidential basis
- Be on your side

We can:

- Provide you with information
- Help you work out your options
- Help you to communicate your wishes to others
- Represent your interests

An ADACAS advocate may:

- Write letters on your behalf
- Attend meetings or appointments with you
- Help you make a complaint

Accessing our help

If you would like help with an issue, please contact us on **6242 5060 (TTY – Call 133 677 and ask for 02 6242 5060)** or ask someone to contact us for you. We will ask you some questions about yourself and the issues you are concerned about, and explain to you the role of an ADACAS advocate.

Unfortunately, ADACAS is unable to help everyone seeking advocacy. We will consider:

- Your issue and your eligibility for advocacy
- How urgent your issue is
- How we might be able to help you
- If we have the resources to help you

If we can help you with your issue, an advocate will contact you to begin the advocacy process.

If we are unable to help you, an advocate will contact you to explain why and, if you wish, advise about other strategies and options for assistance.

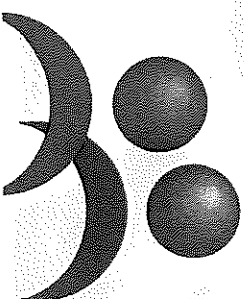
When advocacy ends

ADACAS will stop providing advocacy when:

- The issues you identified have been resolved
- It becomes clear that your issues cannot be resolved
- The relationship between yourself and ADACAS breaks down
- You ask us to stop advocating for you

If you do not agree with the decision to stop advocacy, you may ask for a review. The first step is to call the ADACAS CEO and discuss your concerns.

You are also entitled to make a complaint.



Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.

Client Services Charter 2016-19

We believe that all people deserve to be treated with dignity, and respect for human rights underpins all our work.

We are committed to ethical, prompt, respectful and helpful client service.

We are also committed to innovation and continually improving the ways that we interact with our clients and the quality of service that we provide.

This Client Services Charter below was developed under s18B of the *Human Rights Commission Act 2005*. It explains:

- who we are
- what you can expect when dealing with us
- how we will provide services to you
- how you can help us to improve our services by giving feedback, or to complain if things go wrong.

Client Services Charter 2016-19

About us

The ACT Human Rights Commission is an independent statutory agency and our role is to:

- promote understanding of and compliance with human rights
- provide advice to government & others regarding human rights, and make recommendations about legislation, policies, practices and services
- Independently handle health, disability & community services, and discrimination complaints
- encourage service improvement
- increase awareness of the rights and responsibilities of service users and service providers
- promote the protection of children & young people from abuse and exploitation
- promote the protection people with a disability from abuse and exploitation
- advocate for children, young people or adults experiencing vulnerability
- advocate for, and provide support for, victims of crime.

What you can expect from us

When you deal with us we will:

- ensure our services are accessible
- listen to you, be helpful and courteous
- treat you fairly without unlawful discrimination
- provide you with an accessible and client-centred service
- try to find you the information you need
- respond to you as quickly as we can
- tell you if we can't help you, and give you information about other places that might be able to assist you
- make any reasonable adjustments to help you access to our services
- respect your rights, including personal and information privacy
- explain your rights and responsibilities
- ensure staff are trained and professionally skilled
- respect cultural and religious diversity, including cultural and language needs
- honour our commitment to reconciliation for Aboriginal and Torres Strait Islander peoples

Our service commitments

Complaint handling

When we handle complaints, you can expect that we will:

- keep you informed about the progress of your matter
- be independent and impartial in all our dealings with you
- disclose any conflicts of interest
- provide you with necessary and relevant information about complaints
- work cooperatively with all parties to explore options to resolve complaints

- give reasons for our decisions and recommendations
- review our decisions where appropriate.

Advocacy services

In providing advocacy services for children, young people and adults experiencing vulnerability, we:

- make sure we understand the concern you have raised
- find out what you think needs to happen to address your concern
- clearly explain what we can do to assist you (as well as anything we can't do)
- work together with others to generate effective and sustainable outcomes
- promote and encourage improvements in facilities, services and systems.

Victim services

When accessing Victim Support ACT you can expect:

- respectful and dignified treatment
- timely referrals and accurate information
- access to a wide range of support
- fair treatment and assistance with access to justice
- privacy and confidentiality

Education and training services

If we are providing training to you, or for you, you can expect that our training will be:

- up to date and relevant
- accessible and interactive
- informative and respectful
- value for money for paying audiences, such as private and government sectors

How you can help us

If you need help communicating with us, or writing your complaint, please let us know so that we can help you.

If you find it hard to understand something we have given you and would like to have that information in a different format, please let us know.

If you have trouble reading or speaking English, then you please let us know so that we can organise a translator to help. You can also call the Translating and Interpreting Service on 131450 to speak to us about your needs.

We appreciate any suggestions you can give us about how we can improve our customer service and/or the services we provide.

If you are unhappy with our services

If you are unhappy with the quality of our services, or about a decision that we have made, please call us or write to us to discuss your concerns.

If we have made a mistake, we will acknowledge it and work with you to resolve it, including having the President consider your issues.

You can also make a complaint about the Commission to the ACT Ombudsman by calling 1300 362 072 or visiting <http://www.ombudsman.act.gov.au/contact-us>

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Website by [OSKY](#)



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Participant

Provider

Participant (or authorised person)'s signature, if choosing to sign)

Signature and full name of Canberra Senior Centre Representative

Full name of consumer

Name of provider

/ /

Full name of authorised person (if applicable)

Date on which the consumer was given a copy of the Charter

/ /

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

