



## Your Rights and Responsibilities

When accessing services through RSL Victoria, you have the right to:



### Access

- RSL Victoria supports Australian military members, veterans and their families who live in Victoria. If you or a family member have served in the ADF, you are able to access our services.



### Safety

- We aim to provide you with safe and high-quality services that are evidence-informed as contributing to resilience and wellbeing in veterans.



### Respect

- We will respect your service and treat you with dignity and consideration, and without discrimination.



### Communication

- Our service is a collaboration between us. We will be open with you about the services we can provide. We will inform you of services available to you via all the channels that we know of within the Victorian community.



### Participation

- We value your feedback about the services we provide and will regularly consult with you about your needs.



### Privacy

- Australian and Victorian laws protect the privacy of your personal and health information. We will only collect, store, and share the information we need, and always in line with these laws.

# If you access RSL Victoria services, you also have a responsibility to...

