

Your Rights

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



Access

We support 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

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 only collect, store, and share the information we need, in line with these laws.

Your Responsibilities

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

Treat our staff with respect

- Help make sure our staff can work in a safe environment, by refraining from inappropriate behaviour.
- Attend appointments made with you or notify us in advance.

Be honest and helpful

- Give staff the information they need to provide you with safe and high quality services.
- Be honest about the information you give so we don't give you the wrong advice.

Work in partnership

- Participate in setting goals and working to achieve them.
- Provide us with feedback if we are not meeting your needs.

Respect our work as a Charity

- Understand that our capacity to help you may be limited.
- Respect that our staff are doing their best to connect you to agencies and supports.