



# Members' Rights and Responsibilities

All staff and members of the Northern Territory Pensioner and Carer Concession Scheme have a number of rights and responsibilities to ensure the Scheme meets its goals and provides benefits for everyone

## Your Rights

## We Will

## Your Responsibilities

<ul style="list-style-type: none"> <li>• Access to concessions where eligible</li> </ul>	<ul style="list-style-type: none"> <li>• Give you access to concessions where you are eligible</li> </ul>	<ul style="list-style-type: none"> <li>• Tell us if your circumstances change and you are no longer eligible for any concession</li> </ul>
<ul style="list-style-type: none"> <li>• Quality services</li> </ul>	<ul style="list-style-type: none"> <li>• Provide you with high quality services</li> </ul>	<ul style="list-style-type: none"> <li>• Call us toll free on 1800 777 747 if you need help in providing us with the information we need</li> </ul>
<ul style="list-style-type: none"> <li>• Treated with respect</li> </ul>	<ul style="list-style-type: none"> <li>• Treat you with courtesy, dignity and respect</li> </ul>	<ul style="list-style-type: none"> <li>• Treat us and other members with courtesy, dignity and respect</li> </ul>
<ul style="list-style-type: none"> <li>• Stay informed</li> </ul>	<ul style="list-style-type: none"> <li>• Provide information about the Scheme that meets your needs and that you can understand</li> </ul>	<ul style="list-style-type: none"> <li>• Provide us with all the information we need to help us process your application for any concession</li> </ul>
<ul style="list-style-type: none"> <li>• Actively participate</li> </ul>	<ul style="list-style-type: none"> <li>• Include you in decisions we make about your membership</li> </ul>	<ul style="list-style-type: none"> <li>• Obtain and read all the information about concessions and your membership that we provide to you</li> </ul>
<ul style="list-style-type: none"> <li>• Privacy and confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Respect your privacy and keep your personal information safe</li> </ul>	<ul style="list-style-type: none"> <li>• Consider allowing us to share your information to improve the Scheme</li> </ul>
<ul style="list-style-type: none"> <li>• Providing feedback and making complaints</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to your feedback in a fair and timely way</li> </ul>	<ul style="list-style-type: none"> <li>• Be fair and honest when making complaints and help us resolve issues</li> </ul>

