**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

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| --- | --- | --- |
| *Your Rights* | *We Will* | *Your Responsibilities* |
| * Access to concessions where eligible
 | * Give you access to concessions where you are eligible
 | * Tell us if your circumstances change and you are no longer eligible for any concession
 |
| * Quality services
 | * Provide you with high quality services
 | * Call us toll free on 1800 777 747 if you need help in providing us with the information we need
 |
| * Treated with respect
 | * Treat you with courtesy, dignity and respect
 | * Treat us and other members with courtesy, dignity and respect
 |
| * Stay informed
 | * Provide information about the Scheme that meets your needs and that you can understand
 | * Provide us with all the information we need to help us process your application for any concession
 |
| * Actively participate
 | * Include you in decisions we make about your membership
 | * Obtain and read all the information about concessions and your membership that we provide to you
 |
| * Privacy and confidentiality
 | * Respect your privacy and keep your personal information safe
 | * Consider allowing us to share your information to improve the Scheme
 |
| * Providing feedback and making complaints
 | * Respond to your feedback in a fair and timely way
 | * Be fair and honest when making complaints and help us resolve issues
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