

## **Rights and Responsibilities for the Nauru and Papua New Guinea (NRPP) Program**

### **Client Rights:**

- You have the right to respectful treatment.
- You have the right to express grievances according to the grievance policy, which will be presented to you at intake.
- You have the right to be assisted in a safe environment.
- Your personal information will be kept secure and not released except for the purpose of applying for assistance for you and to USCRI for reporting requirements.
- You have the right to service provision in a language that you understand and can communicate comfortably in.
- You have the right to service without discrimination.
- You have the right to receive services in a timely manner. Phone calls from clients must be returned within three working days.

### **Client Responsibilities:**

- Treat service providers with respect.
- Assist in maintaining a safe environment.
- Share documents with your case manager as needed to prove eligibility for enrollment and eligibility for financial assistance. If you decline to provide financial documents, financial assistance may not be provided because agency financial departments require documentation to release funds.
- Respond to calls and keep appointments with NRPP service providers. If you do not respond within 2 weeks, your case may be closed. You may request that your case be reopened if you become willing to keep in contact.