

We endeavour to provide supportive, respectful, and caring services that improve health and wellbeing and encourage all clients to grow their capabilities and improve their potential and opportunities.

In providing these services we demonstrate our commitment to equality by respecting differences, recognising individual attributes and promoting dignity.

As a client of the service you have the right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status.
- Expect that your personal privacy will be respected and confidentiality protected to the greatest extent permitted by law.
- Be provided with a safe environment for the care you receive.
- Adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding your health care. The information should be easily understood and in an appropriate language.
- Consent to, or to refuse treatment, or to refuse to participate in educational or research programs, including treatment by students. Our health professionals discuss all aspects of treatment and will offer alternatives should you seek another option.
- Decide who will be present at a consultation; for example, parent or carer, advocate, interpreter, Translating and Interpreting Service or a student.
- If a session time needs to be changed, every attempt will be made to contact you.
- Have the complete attention of your health professional and avoid interruptions during a session.
- Receive accurate and relevant information in a timely manner.
- Request transfer to another staff member.
- Participate in decision making about your care, in line with a mutually agreed action plan.
- Make a complaint about the service or treatment received from the service and expect that this complaint will be investigated appropriately and in confidence. By making a complaint, you will not be disadvantaged in receiving continuing service.
- Request a copy of your records in accordance with the Privacy Act, and Freedom of Information Act.

As a client of this service, you have a responsibility to:

- Be respectful of others, including staff, volunteers, and other clients.
- Be respectful of our property.
- Attend the service in a fit state (not under the influence of drugs or alcohol).
- Participate in the service to maximise your benefits (for example, turn off mobile phones and pagers).
- Maintain confidentiality regarding information about other clients or participants in groups or programs conducted by our service.
- Provide accurate information about yourself in order to receive the best care.
- Keep your scheduled appointment. If you need to cancel an appointment please contact your health professional at least 24 hours before the appointment.