

# Your Rights and Responsibilities

## You have the right to:

- Be treated with respect and dignity
- Receive quality care based on recognised standards, practices and ethics, from professional, qualified providers in a safe environment
- Have access to services regardless of race, gender, sexuality and/or disability
- Have your personal information kept confidential and private
- Have access to your health record in accordance with organisational policy and relevant law
- Have an advocate, family member, carer or friend attend your appointment with you
- Have access to an interpreter if needed
- Remain anonymous when asking about services
- Participate in your care, be informed and make decisions about your care
- Provide feedback, make comment or complaint and receive fair investigation
- Refuse or cease treatment or care

**Aggressive, threatening or violent behaviour is not acceptable and may result in the withdrawal of services.**

## Complaints, compliments and comments

**Please provide us with feedback about your experience at healthAbility and Healthy Bite Dental:**

- Direct to the employee who provided the service
- To the Chief Executive Officer on 9430 9100 or [enquiries@healthability.org.au](mailto:enquiries@healthability.org.au)
- Provide your written feedback in the suggestion box at reception or on our websites

**If you're not satisfied with our response to your feedback, you can also speak to:**

- The Health Complaints Commissioner on 1300 582 113
- The Disability Service Commissioner on 1800 677 342
- The Aged Care Complaints Commissioner on 1800 550 552

## You have a responsibility to:

- Be considerate and polite to employees and other clients
- Treat staff and other clients with respect to their rights, safety and dignity
- Participate in your care by providing sufficient and accurate information and asking questions
- Respect the privacy of others attending the service
- Provide feedback
- Attend appointments on time or notify us in advance if you are unable to attend
- Pay fees and co-payments

## Our Rights and Responsibilities are based on:

- Australian Charter of Healthcare Rights
- Charter of Care Recipients Rights and Responsibilities – Home Care
- Victorian Charter of Human Rights and Responsibilities