

Your Rights and Responsibilities

Complaints, Compliments and Comments

Please provide us with feedback about your experiences 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**
- 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 may make a formal complaint to the **Health Complaints Commissioner** on **1300 582 113** or the **Disability Service Commissioner** on **1800 677 342**.

Your Rights

RESPECT – Receive quality and respectful health care and support services that enhance your quality of life. Services are provided within a reasonable time, courteous manner and in a safe environment.

CONFIDENTIALITY – Communications and records are treated in a confidential manner. Your consent is obtained prior to information being shared.

INFORMATION – We will provide adequate information for you to make an informed choice about service options and treatments.

COMPETENT EMPLOYEES – Our service providers are up to date with their professional knowledge, are appropriately skilled and qualified, supervised and supported.

PARTICIPATION – Service providers will actively encourage and facilitate your participation in the management of your health and wellbeing.

RIGHT TO COMPLAIN – You may make a complaint that will be investigated fairly. You will not be disadvantaged in receiving a continuing service by making a complaint.

ANONYMITY – You may be able to remain anonymous when requesting information about our services.

ADVOCACY – You may choose an independent advocate to represent your interests. We can arrange for an employee not involved in your care to help you. We can also request an external advocate to assist you.

INTERPRETERS – Request an interpreter or for written information translated into your native language. We can also arrange Auslan interpreters or a communication assistant.

Your Responsibilities

You will be encouraged to:

- Learn about the local service system
- Actively participate in the management of your own health and wellbeing
- Treat employees of the services you attend with respect for their rights, safety and dignity
- Provide feedback about service quality/delivery
- Give adequate notice of cancellation