

## 1. Your Rights

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Here is what to expect from us when you use our services.

### 1.1. Access

- › High quality, reliable services when you need them.
- › An interpreter if you have trouble speaking or understanding English.
- › Choice not to use our services, if you don't want to.

### 1.2. Respect

- › Be treated with respect and courtesy.
- › Have your culture, identity, beliefs and choices recognised and respected.

### 1.3. Information

- › Clear information about our services in a way you understand.
- › Ask for a copy of the health information we have recorded about you.

### 1.4. Partnership

- › Be able to ask questions.
- › Be involved in open and honest communication.
- › Make decisions to the extent you want to and are able to.
- › Include the people you want in planning and making decisions.

### 1.5. Privacy

- › Have your personal privacy respected.
- › Have information about you kept safe and confidential. We will only share information with others with your consent or if you or someone else is at risk of harm.

### 1.6. Feedback

- › Give feedback or make a complaint. This will not change how you are treated.
- › Have your concerns addressed fairly and privately.

## 2. Your Responsibilities

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Here is what we ask from you when you use our services:

### 2.1. Respect

- › Treat our employees and volunteers with respect and courtesy.
- › Behave in a non-abusive and non-threatening way.

### 2.2. Support

- › Give us true information about your health and what you need.
- › Tell us anything that worries you.
- › Be involved in your care by asking questions, discussing options and making decisions. You can ask a support person to help you.

### 2.3. **Information**

- › Give us some personal details so we can help you.
- › Tell us about any other services that support you.
- › Tell us if you don't understand or need more information about our services.
- › Ask us if you have a question about our services.