








Your Rights and Responsibilities

What to expect from us and what we expect from you.



Your Rights:	We Will:	Your Responsibilities:
 <p>Access to quality health care services</p>	<p>Provide access to services that meet your needs where possible. This includes access to interpreter and translator services.</p>	<p>Be on time for appointments. Let us know if you need to cancel your appointment.</p>
 <p>Treated with respect</p>	<p>Be polite, respect your views and treat you with courtesy, dignity and respect.</p>	<p>Treat us and others with courtesy, dignity and respect. Violence and aggression towards our staff is never OK.</p>
 <p>Safety and care</p>	<p>Provide a safe, caring and honest service. We will listen and act upon safety concerns where possible.</p>	<p>Act in a way that helps both you and others to be safe.</p>
 <p>Privacy</p>	<p>Respect your privacy and keep your personal information secure and safe.</p>	<p>Respect the privacy of others. Consider giving permission to share your information to enable better care.</p>
 <p>Information</p>	<p>Provide easy to understand information in order to meet your needs.</p>	<p>Share complete and accurate information that will help us to meet your needs.</p>
 <p>Participate in your care</p>	<p>Involve you in decisions about your healthcare plan.</p>	<p>Be involved in decisions and consider following your treatment plans.</p>
 <p>Provide feedback or make a complaint</p>	<p>Listen and respond to your feedback in a fair and timely way.</p>	<p>Be fair when making complaints or providing feedback.</p>



Feedback - Let Us Know

Feedback can be a suggestion, comment, compliment or complaint.

To provide us feedback you can do this in a few ways:

- Tell a staff member
- Fill in a feedback form at Reception
- Email info@accesshc.org.au
- Write to our Chief Executive Officer, Access Health and Community, 283 Church Street, Richmond, VIC 3121.

Your feedback is important and if you have requested a response we will respond within in a timely manner.

Privacy

Access Health and Community values your privacy and follows Australian privacy laws.

If you wish to access your information please contact our Privacy Officer on (03) 9810 3000 or email us at privacy@accesshc.org.au

For more information, please visit our website www.accesshc.org.au

We comply with:

Access Health and Community follow the principles of:

- The Australian Charter of Healthcare Rights in Victoria
- The Australian Charter of Aged Care Rights
- Australian Charter of Health Care Rights
- Victorian Charter of Human Rights and Responsibilities Act 2006,
- The Victorian Health Records Act 2001
- Freedom of Information Act 1982
- NDIS Code of Conduct

Access Health and Community includes:



We are a child safe organisation.