







Your Rights and Responsibilities

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



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

For more information: | Phone: (03) 9810 3000 | Email: info@accesshc.org.au | Website: www.accesshc.org.au

Access Health and Community includes:



We are a child safe organisation.