

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>

For more information:

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Access Health and Community includes:

