POLICY

Ballarat Community Health will ensure that it will meet the conditions of all legislation pertaining to client rights and responsibilities.

BCH will ensure that all new clients are informed of their rights when attending any of the organisation’s service venues and that they are provided with a copy of the BCH Consumer Information Rights & Responsibilities brochure. This information will also be displayed by way of pamphlets and notices at all BCH sites.

- BCH recognises the following rights and responsibilities of consumers of its services. Ballarat Community Health aims to uphold the rights of consumers to informed decision-making in relation to their care.

Consumer Rights
- To freedom of expression and confidentiality.
- To quality and respectful care, which recognises their dignity and personal beliefs.
- To access to their health records under applicable legislation.
- To make their own choice in relation to any advice, information, or options given to them, and to decline these if they choose to do so.
- To privacy and dignity, and to confidentiality of personal information within any of the Organisation’s service venues, except where personal safety and the safety of others are at risk or there is a legal requirement.
- To voice any opinion or comment about BCH services in a respectful manner.
- To an independent advocate.
- To receive information concerning other services that may assist them.
- To fair investigation of any complaint.
- To be a member of Community Health and to attend any community consultations that BCH may conduct.
- To an interpreter.
- To appeal a decision.
- To information and education, which is adequate, accurate, and presented in a manner and language which allows you to make an informed decision relating to your care.
- To request transfer to another worker concerning the same health issue.

Consumer Responsibilities
- To provide information that enables the health care worker to provide adequate care and advice.
- To actively seek health care information.
- To work towards meeting any agreement or plan that has been chosen in partnership with a health care worker.
- To respect the right of the health care worker to conduct an interview with the client or support person in a non-threatening manner.
- To acknowledge responsibility for the consequences of their decisions to accept or reject advice.
- To recognise that the choices relating to lifestyle affect their health.
To keep appointments, or notify if unable to attend prior to the agreed appointment time.
To not attend appointments under the influence of alcohol or other substances.
To document any complaint about a health care worker or service and address it to the Chief Executive Officer.
To accept that health care workers are bound by law to keep accurate written records of interviews and to report suspected cases of child abuse to the Child Protection Authority or Child First programs in the case of concerns for children’s well being.
To remove any illicit substances from view, should the worker be present at the client’s home, and ensure the environment is smoke-free
To act in a respectful manner towards staff and other clients who attend the organisation.
To advise of any change in their personal contact details.

RATIONALE

BCH is committed to ensuring that consumers and potential consumers are aware of their rights and responsibilities as service users of any BCH program or service. This policy specifies / outlines those rights and responsibilities.

SCOPE

This policy is applicable to all registered clients of any BCH program or service.

RESPONSIBILITIES

All BCH employees have a duty to ensure that these rights and responsibilities are met or adhered to. It is the responsibility of the CEO to ensure that this policy is reviewed appropriately.

ASSOCIATED DOCUMENTS

- [Client Information, Rights & Responsibilities](#)
- [Client Feedback Policy](#)
**POLICY HISTORY**

<table>
<thead>
<tr>
<th>Adapted From</th>
<th>BCH Policy Manual</th>
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<tbody>
<tr>
<td>Distribution:</td>
<td>All Staff</td>
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<tr>
<td>Authorised by:</td>
<td>Chief Executive Officer</td>
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**Policy Legislative Base**

- National Mental Health Policy
- Equal Opportunity Act 2010
- Disability Discrimination Act 1992
- Health Records Act 2001
- Children Youth & Families Act 2005

**Related Policies**

**First Approved Date** 10/01/2005

**Review History:** 08/06/07, 12/09/11

**Review Frequency:** Triennial

**Next Review Due** 09/2014

**Responsibility for Review:** Governance and Quality Coordinator