



Your rights and responsibilities

You have the right to:

Access

- Access services that meet your specific needs.

Safety

- Receive safe, high-quality healthcare that meets current best practice standards.

Respect

- Be treated in a manner that respects and values your dignity and personal beliefs, regardless of your age, size, abilities, gender identity, sexual orientation, race, religious, cultural, or linguistic background.

Partnership

- Have a say in decisions about your care.
- To be able to ask questions about your care.
- Choose not to use our services or refuse treatments that may be offered.

Privacy

- Have your privacy respected.
- Have your personal information kept secure and confidential.
- Choose who can see your information (unless required otherwise by law).

Feedback

- Provide feedback or make a complaint without it affecting the care you receive.

Information and Support

- Request an interpreter if you need one.
- To appoint someone to advocate for you.
- Be accompanied by your carer, if you have one.



You have the responsibility to:

- Act in a safe and respectful way towards other clients, staff, and volunteers
- Respect the privacy of other people at BCH.
- Let us know if your details or needs change.
- Provide us with information about yourself to help us provide you with the best care.
- Attend your appointments on time.
- Let us know if you cannot attend your appointment with as much notice as you can.
- Make sure your house is safe for our staff if they need to visit you at your home.
- Let us know if you are having difficulties paying any fees related to your care.

Please note all BCH sites are smoke and vape free.

Resources

Australian Charter of Healthcare Rights (including translated versions)

www.safetyandquality.gov.au/our-work/partnering-consumers/australian-charter-healthcare-rights/charter-translations

The Charter of Aged care Rights

www.agedcarequality.gov.au/older-australians/your-rights/charter-aged-care-rights

NDIS- Your Rights and Responsibilities

www.ndis.gov.au/participants/your-rights-and-responsibilities

