



# 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, personal beliefs and choices, regardless of your age, size, abilities, gender identity, sexual orientation, race, religious, cultural, or linguistic background.

### Partnership

- Be involved in and make 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.
- Withdraw a complaint at any stage.
- Seek Whistleblower Protection for complaints that meet the criteria.

Ballarat Community Health



## Information and Support

- Request an interpreter if you need one.
- To appoint someone to advocate for you.
- Be accompanied by your carer/supporter, 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):**

[safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible](https://safetyandquality.gov.au/publications-and-resources/resource-library/australian-charter-healthcare-rights-second-edition-a4-accessible)

### **The Aged Care Statement of Rights:**

[statement-of-rights-a4-flyer](#)

### **NDIS- Your Rights and Responsibilities**

[ndis.gov.au/participants/your-rights-and-responsibilities](https://ndis.gov.au/participants/your-rights-and-responsibilities)

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