	Number:	AD-FAC-00008
	Revision:	2
	Effective Date:	3 <sup>rd</sup> Jan 2024
Title:	Client's right and responsibilities	

## 1. **Purpose**

---

Reliant Healthcare is committed to providing open communication regarding the rights and responsibilities of clients as summarized in the Australian Charter of Healthcare Rights.

## 2. **Rights**

---

### 2.1 **Access**

- Healthcare services and treatment that meets my needs,
- Supporting a strong and viable market for disability supports and services

### 2.2 **Safety**


- Receive safe and high quality health care that meets national standards,
- Be cared for in an environment that is safe and makes me feel safe,
- Respect,
- Be treated as an individual, and with dignity and respect,
- Have my culture, identity, beliefs and choices recognised and respected,

### 2.3 **Partnership**

- Ask questions and be involved in open and honest communication,
- Make decisions with my healthcare provider, to the extent that I choose and am able to choose,
- Include the people that I want in planning and decision-making,

### 2.4 **Information**

- Clear information about my condition, the possible benefits and risks of different tests and treatments. Having sufficient time to consider and review their options and seek advice if required, at any stage of support provision, including assessment, planning, provision, review and exit so I can give my informed consent,
- Receive information about services, waiting times and costs,
- Building the capacity of people with disability, their families and their cares to make informed decisions about NDIS providers

	Number:	AD-FAC-00008
	Revision:	2
	Effective Date:	3 <sup>rd</sup> Jan 2024
Title:	Client's right and responsibilities	

- Be given assistance when I need it, to help me to understand and use health information,
- Access my health information,
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make my care safe,

## 2.5 Privacy

- Have my personal privacy respected,
- Have information about me and my health kept secure and confidential,

## 2.6 Give feedback

- Provide feedback or make a complaint, without it affecting the way I am treated, to:
  - Aged Care Quality and Safety Commission: <https://www.agedcarequality.gov.au/contact-us/complaints-concerns/what-do-if-you-have-complaint>
  - NDIS commission - <https://www.ndiscommission.gov.au/>,
- Have my concerns addressed in a transparent and timely way,
- Share my experience and participate to improve the quality of care and health services,

## 3. Responsibilities

---

Clients' responsibilities include:

- be familiar with your rights and responsibilities,
- contribute to maintaining a safe environment,
- treat others with respect and courtesy,
- participate in agreed services to the best of your ability.

## 4. References

---

For more information ask a member of staff or visit: <https://www.safetyandquality.gov.au/our-work/partnering-consumers/australian-charter-healthcare-rights>