

What is privacy and confidentiality?

In Australia, **laws protect client's rights** to have information they share with doctors and healthcare workers kept private.

These laws mean that what you tell people during a healthcare appointment must remain private between you and that person or service, except in particular situations.

Personal information may be provided to government agencies, other organisations or individuals only if:

- You have consented
- It is required or authorised by law
- It will prevent or lessen a serious and imminent threat to somebody's life or health

If you have any questions about confidentiality, please contact us on **0457 540 540**.

What if I have a complaint, compliment or concern?

If you have any feedback or are unhappy with any aspect of the care you receive, please talk to the worker who provided the service, or contact a member of our management team on **045754050**.

Alternatively, you can complete our online feedback form found at **bathurstotservices.com.au**

We believe we can work with you to resolve most concerns. However, if there is a problem you wish to take outside the organisation, you may prefer to contact:

- Health Care Complaints Commission NSW on **1800 043 159 hccc.nsw.gov.au**
- Health Complaints Commission Vic on **1300 582 113 hcc.vic.gov.au**
- NDIS Quality and Safeguards Commission on **1800 035 544 ndiscommission.gov.au**

What are my rights and responsibilities?

As a client, you have the right to:

- Be treated in a respectful, professional, courteous, and caring manner.
- Have access to culturally safe services with translation and interpreter supports if required.
- Be provided services in a safe environment.
- Expect personal privacy will be respected and your confidentiality protected.
- Expect adequate information regarding all aspects of services provided or treatment available, so you can make the best and most informed choices regarding your or your child's healthcare.
- Consent to or refuse to participate in educational or research programs (including treatment by students), and consent to or refuse any treatment.
- Have our clinicians discuss all aspects of treatment and offer alternatives should you wish to seek another option or opinion.
- Decide who will be present at a consultation (eg parent or carer, advocate, interpreter, student).
- Receive prompt service – if a session time needs to be changed every attempt will be made to contact you.
- Request a different service provider.
- Participate in decision-making about your care.
- Make a complaint about the service or treatment received and expect it will be investigated appropriately and confidentially, and not be disadvantaged in receiving continuing service.
- Request a copy of your records via the program you have been engaged with in accordance with the Privacy Act (1988) and Freedom of Information Act (1982) – for state specific privacy regulations, check your state government's website.

As a client, you have the responsibility to:

- Attend all allocated appointments, or provide at least 48 hours cancellation notice.
- Maintain confidentiality regarding information about other participants in groups or programs conducted by our organisation.
- Ask for more information or clarification if you are unsure about the information or treatment given to you.
- Provide accurate information about yourself in order to receive the best care.
- Ensure timely payment of invoices if participating in a program with a fee attached.
- Treat staff in a respectful manner, free of abuse, aggression or threats.

A zero tolerance of violence policy. Failure to adhere to your client responsibilities may result in us ceasing service provision.

