

# WUCHOPPEREN HEALTH SERVICE CLIENT RIGHTS CHARTER

All clients are entitled to respectful, culturally appropriate, high quality care at Wuchopperen.

This charter is a guide to the rights and responsibilities of our clients, families and carers.

Everyone who attends Wuchopperen has the right to access the care they want, in a safe and private way.

All clients are entitled to acknowledgement of cultural background, respect, to be listened to, and to be included in decisions about their health.

Clients can provide feedback about their care, and have any concerns about care addressed promptly.

A genuine partnership between clients and Wuchopperen staff is important so clients get the best possible outcomes.

<b>What can I expect from my visit to Wuchopperen?</b>		
<b>Culture and Respect</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to respectful, culturally appropriate care	I will treat staff with respect and inform them if I have any cultural needs	I can expect that my culture will be acknowledged and incorporated into my care.
<b>Access</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to health care	I will provide details needed to register with the service as a client and provide information to assist with my access to care	I can access services to address my health needs
<b>Safety</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to safe high quality care	I will provide the information needed to get appropriate care and follow instructions relating to my care	I will receive safe, high quality health care provided by qualified staff
<b>Communication</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to be informed about costs and care in a way I understand	I will provide information to allow staff to assess my health needs, and discuss options	I will receive open timely and appropriate communication and discussion about my care
<b>Participation</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to be included in choices about my care	I will ask questions about my care so I know my choices	I can join in making decisions and choices about my care and health service
<b>Privacy</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to privacy and confidentiality of my personal information	I will provide consent to share information with health staff and family/carers as I need	My personal privacy is maintained and proper handling of my personal health information is assured
<b>Feedback on Care</b>		
<b>My rights</b>	<b>What I have to do</b>	<b>What this means</b>
I have a right to comment on my care and have my concerns addressed	I will provide feedback to staff in a way that my concerns can be heard and acted on	I can comment on, compliment or complain about my care and have my concerns dealt with properly and promptly