

## Client Rights and Responsibilities

OzHelp values and respects its clients by providing high quality and best practice services which support and resource people to achieve optimal wellness and the capacity to attain their full potential. OzHelp strives to provide these services with honesty and integrity, free from discrimination and as such believes it is vital that as a client you understand your rights.

Understanding your rights and responsibilities when accessing our services is central to our work.

### As an OzHelp client, you have a right to:

- Participate in decisions about your life and your life choices.
- Be treated with dignity, respect and in a non-discriminatory manner.
- Be provided with a safe and healthy environment when accessing our services.
- Be given information about our services and terms of use.
- Privacy and confidentiality.
- Access your personal information that is securely stored with OzHelp.
- Receive accurate and relevant information in a timely manner.
- Make a complaint if you are not happy with any aspect of the service, and to have your complaint dealt with fairly.

### As an OzHelp client, you have a responsibility to:

- Treat OzHelp workers and other clients with courtesy and respect.
- Be respectful of OzHelp's property.
- Attend appointments in a fit state (not under the influence of drugs or alcohol).
- Participate in the service to maximise your benefits (turn off mobile phones).
- Provide accurate information about yourself in order to receive the best care.
- Keep your scheduled appointment, please contact OzHelp 24 hours before the appointment.
- Follow strategies which have been chosen in consultation with your OzHelp worker/s.