

## Client Charter 2019

**You are entitled to expect and receive high quality services at Tweddle Child and Family Health Service.**

Tweddle supports and is committed to the Australian Charter of Health Care Rights 2019, issued by the Australian Commission on Safety and Quality in Health Care which outlines the right of patients using the Australian Health System. This charter promotes a partnership between you and Tweddle.

**The following are your rights and responsibilities at Tweddle.**

### Your Rights

**You have the right to:**

**A parenting program based on need**

You have been provided with a program based on your family's situation and a comprehensive assessment.

**Service provision in a safe environment**

You have a right to feel safe and comfortable whilst at Tweddle. As a Child Safe Organisation, Tweddle has a range of strategies to protect and promote the safety of children using our services. If you have any concerns regarding your child's safety whilst using Tweddle's services, please speak to our Child Safety Officer. Also see section below titled Comment on your care.

**Have access to an accredited interpreter if needed**

You are entitled to request an accredited interpreter and use an interpreting service for essential information such as admission and discussion about your medical history and program.

**Services provided in a culturally sensitive way**

You have the right to be treated in a way that respects your culture and beliefs and choices.

**Respect, dignity and consideration for privacy whilst in a Tweddle program**

As far as possible, Tweddle will provide your program in surroundings that allow privacy.

**Comment on your care**

You have the right to give positive or negative feedback, ask questions, provide compliments or make complaints about your care and have your concerns addressed in a transparent and timely way. It is always best to try and resolve your complaint with Tweddle.

If you are not satisfied with how Tweddle is responding to your concerns, you have a right to make a complaint to the Victorian Health Service Commissioner (see more information box on right).

**Participate in making decisions about your program**

You should be fully involved in decisions about your program and be given opportunities to ask questions and discuss your program and include the people you want in the planning and decision making.

**Participate in decisions and receive information about your discharge**

You have the right to participate in decisions and to receive information about available services.

**Access your health records and confidentiality for your personal information**

You have the right to see your health records. This can be done through Tweddle or through Freedom of Information. Tweddle can advise you on how to make this request.

Everyone involved in your program has a professional and legal duty to keep information about you confidential.

### Your Responsibilities

**You have the responsibility to:**

Work with the Tweddle team by providing relevant information about your health and circumstances that may influence provision of your program or stay at Tweddle.

Treat Tweddle staff and other clients with respect and consideration.

**More Information**

The Australian Charter of Health Care Rights is available at:  
<https://www.safetyandquality.gov.au>

Complaint form:  
<https://hcc.vic.gov.au/make-complaint>

<b>FRM No:</b> FRMCL09	<b>FRM:</b> Client Charter	<b>Page:</b> 1 of 1
<b>Reviewed:</b> 02/10/2019	<b>Review By:</b> Chief Executive Officer	<b>Next review:</b> 02/10/2020