

Client Rights and Responsibilities

As a client of Waminda you have the Right to:

- 1 Be treated fairly, with respect and without discrimination,
- 2 You have the right to a service that promotes safety and trust between worker and client,
- 3 Take part, and feel included, in your community,
- 4 Be given information, in a way that is suitable for you, about your health and wellbeing, supports, services and treatments available to you,
- 5 Make choices about your health and wellbeing goals, take control of decision-making while being supported by Waminda, to Access the services and supports that you feel will assist you to achieve these goals
- 6 Receive high quality, culturally safe services, that are individually tailored and responsive to your needs,
- 7 Confidentiality and privacy of all records and all communications between yourself and Waminda workers (with the exception of records required to be given to third parties by law, e.g. under subpoena),
- 8 Understand what information is held by Waminda about you, and how that information is stored and used,
- 9 Identify organizations and persons with whom you do not wish to have your personal information shared,
- 10 Request to read any information kept Waminda keeps about you and make amendments to the records if appropriate,
- 11 Refuse any service offered to you and understand that refusal will not prejudice your future access to Waminda services or programs,
- 12 Receive referrals to other relevant health and wellbeing services, even for the purpose of a second opinion
- 13 Provide feedback or make a complaint about the service you received,
- 14 Refuse to participate in any research, evaluation or student training activities.
- 15 Refuse to have information from a clinical consultation uploaded onto your My Health Record (if you have one).

As a client of Waminda you have the Responsibility to:

- 1 Treat all our workers with respect and without aggression,
- 2 Keep appointments or inform us with as much notice as possible if unable to attend,
- 3 Not interfere with the wellbeing, rights or comfort of other clients using Waminda services, this includes not talking to others about clients you have seen in our waiting areas,
- 4 Let us know of any changes to your circumstances or situation that may impact on the support and services we provide you,

