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A GUIDE TO YOUR RIGHTS AND RESPONSIBILITIES

This statement is intended to help you understand the rights and responsibilities you have as a client of Ranges Community Health Service Inc. trading as Inspiro.

If you do not understand anything in this statement please ask a staff member for an explanation.

What Information Do We Collect about You?

We keep your name and contact details on your client record. Other details such as your care plan and information about your health are recorded each time you visit.

Why Do We Collect Your Information?

The information we collect helps us to keep up-to-date details about your needs, so we can provide the best possible care. We also use the information to better manage and plan this service.

Who Else Sees Your Information?

Your information can only be seen by the professionals and specific volunteers in this service involved in your care. We only release information about you if you agree or if required by law eg. in a medical emergency.

What Say Do You Have in What Happens to Your Information?

You can decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How Will Your Information Be Protected?

We treat your information in the strictest confidence and store it securely. Privacy of your information is also protected by law.

Can You Access Your Information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary.

CLIENT RIGHTS

Inspiro promotes the following rights of clients. All clients have the right to:

- Considerate and respectful care of the highest standard regardless of their social status, age, sex, race, religion or political beliefs. This includes the right to an interpreter.
- Expect that all personal information, communications and records be treated confidentially.
- Know the identity, professional status and qualifications of the health professional responsible for their care.
- Privacy during consultations and case discussions. Those not involved in the client's care (including students) must have the permission of the client to be present.
- Access their client file through legislation enacted by Freedom of Information and the Health Records Acts.
- Seek assistance from Inspiro staff members or Chief Executive Officer if not satisfied with their care and make suggestions which it is felt may improve this care.
- Bring a friend or relative to help arrange services.
- Have input into decisions about how Inspiro is run via participation in focus/reference groups or as a member of the Service's Board.

If not satisfied with the response to a complaint, clients are encouraged to contact the Health Services Commissioner on 1300 582 113.

CLIENT RESPONSIBILITIES

Inspiro encourages clients to:

- Follow a healthy lifestyle with Inspiro providing information to assist the client in achieving this goal.
- Provide full and accurate information to the health professional responsible for your care.
- Inform Inspiro as early as possible if you can't attend or need to change an appointment.
- Be an active participant in the services you receive and notify staff of any concerns you have. Feel free to ask questions about services and, if in doubt, to seek a second opinion.
- Respect the privacy of others attending Inspiro and keep in confidence any information shared by group members in programs conducted by the Service.
- Treat staff with courtesy and respect.
- Provide staff with a safe environment when accepting a home-based service eg. restrain pets if necessary.