

DAH CLIENT RIGHTS AND RESPONSIBILITIES

As a client at Dalby Allied Health you have both rights and responsibilities in relation to your health care.

Your rights include:

<i>Safety</i>	Our clinicians are qualified and are engaged in continuing professional development. Your care will be based on the best available evidence (ie. We will suggest therapies that believe will work for you).
<i>Dignity and Respect</i>	You will be treated with dignity and respect. Our staff will act professionally and politely. We will uphold your legal and human rights. You will be listened to.
<i>Choice and Control</i>	You can choose the services you want, and lead the care planning and decision making processes. We will support you in these choices and, where appropriate, assist you to access alternative services.
<i>Communication</i>	We will explain the services that we provide in a way that you understand. We will communicate with you in a timely manner about anything which will influence your care.
<i>Privacy</i>	Your information is treated confidentially as per our Privacy Policy .
<i>Comment</i>	You can make complaints or give feedback without disadvantage. Your complaints will be responded to in a respectful and timely manner.

Your responsibilities include:

<i>Communication</i>	You will tell us your goals and provide us with information which supports treatment and decision making. You will ask questions to help you understand your treatment.
<i>Choice and control</i>	You will make choices in relation to the services you want and participate in care planning and decision making for your care. You will tell us if you need to transfer care to another provider so we can support you.
<i>Comment</i>	You will provide us with feedback about how you are progressing and the services we have provided. You will advise Dalby Allied Health of any problems or complaints (using our Complaints Handling Procedure)
<i>Safety</i>	You will tell us if there are any changes that may affect your services. Children under 16 will attend the clinic with an adult.
<i>Dignity and respect</i>	Your behaviour and communication will remain polite, respectful and safe towards all staff, students and volunteers at Dalby Allied Health.
<i>Cancellations</i>	You will tell us if you are unable to attend an appointment, as per our Cancellation policy . If you cancel or fail to attend three appointments, future appointments with providers may be cancelled by DAH.
<i>Payment</i>	You will make sure there is enough allocated funds to access the services you wish to. If there are no further funds, you will settle any outstanding debts.