



## **YOUR RIGHTS ARE PROTECTED & UPHELD WHEN ACCESSING SERVICES THROUGH ABILITY FOCUS OCCUPATIONAL THERAPY**

### **1. RESPECTING YOU**

- Our services respect and uphold your legal & human rights.
- We communicate with you in a way that suits you and best supports you and your family.
- Our services focus on what is important to you, is evidence based and outcome focused.
- We respect the role of family & friends in protecting your rights.
- We respect your right to choose an advocate to help you.
- We create a safe and welcoming environment.
- We support your right to make choices through our family-centred and child focused supports.

### **2. RESPECTING CULTURAL & INDIVIDUAL DIFFERENCES**

- We respect and embrace diversity through our Inclusion Policy
- We acknowledge & respect differences in cultural beliefs, values, language and gender & will make every effort to respond to these respectfully.
- We focus on family centred and child centred treatment supports to respect your individual needs.

### **3. RESPECTING YOUR PRIVACY**

- We keep your personal & health information private.
- We will get your consent to collect personal & health information.
- Our staff will only access your information if they need to.
- We will ask for your consent to take photos, you can say no.
- Sometimes we may share your information without your consent if required by law (see our Confidentiality Policy for details).

### **4. PROTECTING YOU FROM DISCRIMINATION, ABUSE & NEGLECT**

- We have policies to protect you against discrimination, abuse, violence, exploitation and neglect to support your wellbeing.
- We follow procedures for reporting & investigating concerns about abuse or neglect.
- We are required by law to report any risk of harm involving children & young people to the appropriate authorities.
- We ensure our staff are screened appropriately before working with you.

### **5. LISTENING AND ACTING ON YOUR CONCERNS**

- We will treat you with respect and dignity.
- We will protect your privacy.
- We welcome your feedback, compliments and concerns.
- We will try and resolve your concerns quickly and respectfully.
- We will keep you informed of the progress of your feedback.
- We will provide you with information of what you can do if you are not happy with investigation and/or resolution of your feedback or complaint (see Feedback Form)

### **6. YOUR RIGHT TO AN ADVOCATE**

- We will support your right to access an advocate.
- We will provide you with details on how to find an advocate if you wish to have one support you (see Feedback Form and List of Advocate Providers).