

Charter of Client Rights & Responsibilities

NeuroRehab Allied Health Network respects your rights

1. My dignity, values, cultural and religious beliefs are respected regardless of age, gender or sexuality.

2. I receive quality services in line with NeuroRehab Allied Health Network's core values.

- Staff answering the phone know how to deal with any queries I have about information I have received from NeuroRehab Allied Health Network.
- I understand the person I am speaking to and they speak clearly and slowly.
- A review of my therapy services and plan is actioned if my circumstances change. I am referred to other services if my needs cannot be met by NeuroRehab Allied Health Network.
- I receive advice free from conflicts of interest.

3. I am actively involved in decisions about my needs and goals.

- I received a clear explanation of what options are available to me.
- I understand what services and supports will be provided and how things will work.
- I know the roles and responsibilities of everyone involved in providing me with a service.
- I set my own goals and these are respected by everyone.
- I am fully informed on how to get help when I need it.
- If I choose, I can coordinate my own therapy arrangements.

4. I can choose any person to advocate on my behalf.

5. My grievances are heard and resolved without retribution.

- I know who to contact confidentially if I am not comfortable with my therapist/worker(s) or they cannot provide me with the outcomes I need.

6. I am fully informed of all options relating to my therapy.

- My worker is proactive and a good problem-solver.
- All options to contact staff at NeuroRehab Allied Health Network are clear and accessible to me.
- People who manage my enquiry have the required skills and knowledge and can direct me to a person who can help me.
- I am provided with a timely response to my enquiry and in a manner of my choosing.
- I am fully informed of the cost of services and any financial obligations that I may have.
- I am encouraged to engage with family, friends and chosen community.

7. My privacy and personal information is respected.

- My records are kept secure and case files and complaints are treated with absolute privacy.
- I am able to access written records about me in accordance with privacy legislation.

8. I have the opportunity to freely provide feedback which may influence policies and procedures of the organisation.



Your responsibilities

I contact NeuroRehab Allied Health Network if I have any concerns regarding the quality of any services I receive.

I contact NeuroRehab Allied Health Network about any changes in my health or circumstances.

I keep my appointments or I give NeuroRehab Allied Health Network at least 48 hours notice if I need to reschedule or if services are not needed.

I treat workers in a way which respects their dignity and privacy.

I take all reasonable steps to ensure a safe environment for people who provide services in my home.

I provide accurate and timely information to NeuroRehab Allied Health Network staff.

I am responsible for the outcomes of any decisions I make.