

CLIENT CHARTER 2017

You are entitled to expect and receive high quality services at Tweddle Child and Family Health Service.

Tweddle supports and is committed to the Australian Charter of Health Care Rights which outlines the right of patients using the Australian Health System. This charter promotes a partnership between you and Tweddle.

The following are your rights and responsibilities at Tweddle.

YOUR RIGHTS

You have the right to:

A parenting program based on need

You have been provided with a program based on your family's situation and a comprehensive assessment.

Service provision in a safe environment

You have a right to feel safe and comfortable whilst at Tweddle. As a Child Safe Organisation, Tweddle has a range of strategies to protect and promote the safety of children using our services. If you have any concerns regarding your child's safety whilst using Tweddle's services, please speak to our Child Safety Officer. Also see section below titled Comment on your care.

Have access to an accredited interpreter if needed

You are entitled to request an accredited interpreter and use an interpreting service for essential information such as admission and discussion about your medical history and program.

Services provided in a culturally sensitive way

You have the right to be treated in a way that respects your culture and beliefs.

Respect, dignity and consideration for privacy whilst in a Tweddle program

As far as possible, Tweddle will provide your program in surroundings that allow privacy.

Comment on your care

You have the right to give positive or negative feedback, ask questions, provide compliments or make complaints about your care. It is always best to try and resolve your complaint with Tweddle.

If you are not satisfied with how Tweddle is responding to your concerns, you have a right to make a complaint to the Victorian Health Service Commissioner (see more information box on right).

Participate in making decisions about your program

You should be fully involved in decisions about your program and be given opportunities to ask questions and discuss your program.

Participate in decisions and receive information about your discharge

You have the right to participate in decisions and to receive information about available services.

Access your health records and confidentiality for your personal information

You have the right to see your health records. This can be done through Tweddle or through Freedom of Information. Tweddle can advise you on how to make this request.

YOUR RESPONSIBILITIES

You have the responsibility to:

Work with the Tweddle team by providing relevant information about your health and circumstances that may influence provision of your program or stay at Tweddle.

Treat Tweddle staff and other clients with respect and consideration.

More Information

The Australian Charter of Health Care Rights is available at:

<https://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights>

Complaint form:

<https://www2.health.vic.gov.au/about/publications/formsandtemplates/Complaint%20form%20-%20Office%20of%20the%20Health%20Services%20Commissioner>

Secure Babies.
Strong Families.
Safe Communities.

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