

## CONTINUITY CARE

# Client Rights and Responsibilities

A plain-language sample describing how people can expect to be treated and how everyone contributes to safe, respectful support.

|                 |                                        |
|-----------------|----------------------------------------|
| Document status | Demonstration only                     |
| Review status   | Requires governance and legal approval |
| Version         | Draft 0.1                              |

## Purpose

This sample explains the rights of clients and participants receiving services from Continuity Care and the shared responsibilities that support a safe, respectful relationship.

## Your rights

- Be treated with dignity, privacy, respect and fairness.
- Make choices and be involved in decisions about your support.
- Receive information in a way you can understand.
- Have your culture, identity, relationships and communication preferences respected.
- Give feedback, make a complaint or use an advocate without disadvantage.
- Be supported in an environment that promotes safety and freedom from abuse, neglect, exploitation and discrimination.

## Your responsibilities

- Treat workers and other people with respect.
- Share relevant information that helps us provide safe support.
- Tell us when plans, needs or risks change.
- Keep agreed appointments or provide notice when possible.
- Ask questions when something is unclear.

## How we put this into practice

We discuss rights and responsibilities when services begin, include them in planning and review them when circumstances change.