

CLIENT RIGHTS AND RESPONSIBILITIES



As a KKY service user, you have a responsibility to:

- Respect the rights of staff and community
- Keep your appointments
- Communicate with staff about changes
- Accept responsibility for your actions

The rights included on the other side of this flyer are aligned with the United Nations Declaration on the Rights of Indigenous Peoples, Convention on the Rights of Persons with Disabilities and Convention on the Rights of the Child as well as the Australian Charter of Healthcare Rights.

08 8377 7822
feedback@kky.org.au



With KWY, you have a right to:

- Ask questions and share feedback openly and honestly to improve our services
 - Exercise self-determination by being involved in decisions about your life and including people you want in planning
 - Receive care that is respectful of you, your family and home
 - Have cultural and spiritual connections respected
 - Receive clear information about yourself, your care and the service you're using
 - Have your privacy and confidentiality protected
 - Be treated with dignity and respect
 - Know how to lodge a complaint without it affecting the way you are treated if you are unhappy with the service
 - Have your concerns addressed transparently and be told if something has gone wrong
 - Be free from discrimination, exploitation, abuse, harassment or neglect
 - Access your personal information
 - Receive reliable, coordinated, safe, high quality services that meet national standards and your needs appropriate for your assessed needs
 - Access help when seeking information, assistance or a referral
 - Refuse a service
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