



Access Alliance

Multicultural Health and Community Services

CLIENT RIGHTS AND RESPONSIBILITIES

At Access Alliance we believe in working in partnership with clients to promote health and well-being. All clients of the agency shall have the following rights and responsibilities:

Clients Have the Right to:

1. *be* treated politely and with respect regardless of country of origin, racial or ethnic background, financial circumstances, immigration status, age, gender, ability, family status, sexual orientation or language spoken.
2. *confidentiality* except in circumstances governed by law e.g. Duty to report suspected or actual child abuse; circumstances where there may be imminent harm to self or another person.
3. *know* about and use the programs and services for which they are eligible.
4. *participate* and make decisions in their health care and program needs.
5. *express* their concerns and make a complaint.
6. *see* their records as per our privacy policy.

Clients have the responsibility to:

1. *complete* a registration form to be able to access services.
2. *provide* 24 hours' notice for canceled appointments.
3. *be* on time for appointments - if you are late 15 minutes or more, the appointment can be cancelled and rebooked.
4. *pay* for some clinical services if they do not have health insurance - assistance is provided where possible.
5. *be* responsible for their children's safety and supervision when at the Centre.
6. *treat* all others with respect, be polite, patient and understanding, value the property that belongs to others and follow all other posted rules and regulations – if you ignore this you will be asked to leave