You can ask us for an interpreter.

Interpreter

Deaf, hard of hearing or speech impaired?
Make and receive phone calls
through Accesshub.
www.communications.gov.au/accesshub
TTY – 1800 555 630

An Australian Government Initiative

National Relay Service

gatewayhealth

Our Sites

Wangaratta
45-47 Mackay Street Central,
Wangaratta, VIC 3677
☎ T: (03) 5723 2000
🖷 F: (03) 5722 2313

Wodonga
155 High Street,
Wodonga, VIC 3690
☎ T: (02) 6022 8888
Freecall: 1800 657 573
🖷 F: (02) 6024 5792

Myrtleford
32 Smith Street,
Myrtleford, VIC 3737
☎ T: (03) 5731 3500

✉ E: info@gatewayhealth.org.au
www.gatewayhealth.org.au

VICTORIA State Government

Australian Government

hacc
home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

Apr 2019
Indigenous artwork courtesy of "Making Two Worlds Work Project 2008"

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Client Rights and Responsibilities

Your rights:	We will:	Your responsibilities:
Access to quality services	Give you access and choice to services that meet your needs where possible.	To tell us if your needs change. Let us know if you cannot keep your appointment.
Safety and care	Provide services in a safe and caring environment.	Act in a way that helps you and others to be safe.
Treated with respect	Be polite and respect your views, opinions and personal circumstances such as your culture, family situation, age, gender, disability, faith, sexual orientation, gender identity or intersex status.	To respect our property and other people using our services.
Information	Provide information that meets your needs in a way that you understand.	To give us complete and accurate information.
Decide what happens to you	Include you in decisions about services and treatment options and allow you to bring another person to speak on your behalf. This may be a friend, family member or trained advocacy worker.	Consider following the treatment plans that are given to you and make the decisions that are right for you.
Confidentiality and privacy	Protect your personal information and only use it for the right reasons.	To value the privacy of others attending programs and services.
Feedback	Tell you how you can give us feedback.	Give us honest feedback to help us improve or let us know when we do a good job.