

Rights and Responsibilities

Your Rights

- To be treated with respect and kindness
- To get information about our services and other services that may help you
- To get information that you can understand
- To make your own choices
- To be asked about what you want
- To be assisted by people who are qualified
- To expect high quality services
- To have your personal information kept private
- To ask to see your own records
- To have help from a support person or advocate if you need one
- To make a complaint or give us feedback. Making a complaint won't change your access to our services.
- Be offered services sensitive to your needs irrespective of cultural, religious and language backgrounds, sexual orientation or family structure.
- To have access to an interpreter and/or advocacy services
- Be advised as soon as possible by HAAG of any change in service arrangements.
- Be able to discontinue use of HAAG services without recrimination or retribution of any kind.

Your Responsibilities

- To treat everyone in the service with respect
- To tell us the things we need to know, like when your details or your needs change
- To act in a way that keeps you and other people safe
- To tell us if you are not available for an appointment
- To take responsibility for your own decisions
- To work with us to plan your services
- To help us improve our services by assisting us to resolve your complaints

Privacy and your personal information

We record information about you and the service you are receiving. We keep your records safe. Sometimes we work with other agencies to plan our services. We won't share information with anyone else unless:

- You ask us to share the information
- You give consent
- Your life or someone else's life is in danger
- We think there is a serious threat to your safety or someone else's safety
- The law tells us to

Applies to	Responsibility	Approval date & version	Review date
Clients	Committee of Mgt	2018 v2	2020