



Your rights and responsibilities

Your rights:

As a client receiving services provided by Suncoast Therapy Connections you have the right to:

- Be treated with respect and courtesy. We will respect your ideas and the decisions you make about your life. We are here to listen to what you have to say and show courtesy in our behaviour towards you. Suncoast Therapy Connections has a culture of inclusion and does not discriminate. We value identity, culture and diversity with our clients and the services that we provide.
- Be informed and consulted. As a client you have the right to be informed about the services available to you and about your rights as a client. You have the right to refuse intervention or seek a further opinion about your care. Suncoast Therapy Connections will provide you with information throughout the care cycle including consent, associated fees, timeframes and how services will be delivered.
- Be part of decisions made about your care and the services you receive. You have the right to be in control of the care you receive by being part of the planning and decision making about the services provided to you. Suncoast Therapy Connections will support you to exercise choice and independence about the services we provide and how they are delivered. We will support you to make connections with others in accordance with your needs, goals and preferences.
- Receive quality services. You have the right to receive a planned and reliable service. Suncoast Therapy Connections has a focus on optimising health and well-being in accordance with your needs, specified goals and individual requirements. Our staff are skilled, qualified and equipped to provide safe, respectful and quality services to which we are accountable for that delivery.
- Privacy and confidentiality including the ability to access all personal information kept about you. You have the right to privacy and confidentiality and to access information about you. Suncoast Therapy Connections will collect information from

you that is relevant for providing services directly related to your care. We take reasonable measures to ensure that your personal information is stored safely and kept confidential.

- Have another person of your choice support you and advocate on your behalf. It can be helpful to have family or friends speak on your behalf or access a third party or agency if preferred. Everyone has basic rights including expressing your views. Suncoast Therapy Connections acknowledges this right to advocacy of your choice including the use of an interpreter.
- Have your comments valued and to make a confidential complaint if you are not happy with the services you receive. You have the right to give honest feedback about the services you are receiving. Suncoast Therapy Connections has a policy for complaints management, and we encourage you to make a complaint or provide feedback to support improvements where indicated in service delivery.

Your responsibilities:

While you have a number of rights as a client of Suncoast Therapy Connections you also have some responsibilities to the people providing care to you.

- Treat staff with respect and courtesy.
- Provide a safe work environment to help staff provide you with a service safely and inform us if there are any potential hazards. Suncoast Therapy Connections will prioritise treatment according to health and care needs and they have the right to withdraw services if non-compliance by client occurs, or a hazardous environment is present and negotiations to rectify the situation fail.
- Take responsibility for the results of any decisions that you make with staff about your care including taking an active role providing accurate and concise information or inform of any issues to Suncoast Therapy Connections which may affect or alter the provision of care.