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Teletypewriter (TTY) - 1800 555 630



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### Wangaratta

45-47 Mackay Street,  
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](mailto:info@gatewayhealth.org.au)

[gatewayhealth.org.au](http://gatewayhealth.org.au)



You can ask  
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**Client Rights and  
Responsibilities**

# Client Rights and Responsibilities

Your rights	We will	Your responsibilities
 <b>Access to quality services</b>	Give you choice and access to services that meet your needs where possible.	To tell us if your needs change. Let us know if you cannot keep your appointment.
 <b>Safety and care</b>	Provide services in a safe and caring environment.	Act in a way that helps you and others to be safe.
 <b>Treated with respect</b>	Be polite and respect your views, opinions and personal situation such as your age; cultural background; family circumstances; disability status; faith; gender, gender identity or intersex status; and sexual orientation.	To respect our property and other people using our services.
 <b>Information</b>	Provide information that meets your needs in a way that you understand.	To give us complete and accurate information.
 <b>Decide what happens to you</b>	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.	Act in a way that helps you and others to be safe.
 <b>Confidentiality and privacy</b>	Protect your personal information and only use it for the right reasons.	To value the privacy of others attending programs and services.
 <b>Feedback</b>	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.

