



National
Relay
Service



Deaf, hard of hearing or speech impaired?

Make and receive phone calls through Accesshub.

<https://bit.ly/3KsJfrk>

Teletypewriter (TTY) - 1800 555 630

Freecall: 1800 657 573

E: info@gatewayhealth.org.au

gatewayhealth.org.au

Wangaratta

45-47 Mackay Street,
Wangaratta, VIC 3677

T: (03) 5723 2000

Wodonga

155 High Street,
Wodonga, VIC 3690

T: (02) 6022 8888

Myrtleford

32 Smith Street,
Myrtleford, VIC 3737

T: (03) 5731 3500

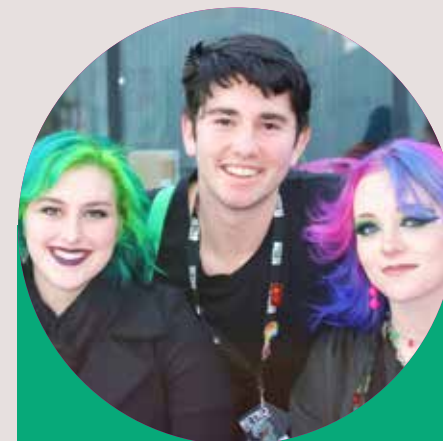


Listen to this information here



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People living well



Client Rights and Responsibilities










You can ask us for an interpreter

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People living well

Client Rights and Responsibilities

Your rights	We will	Your responsibilities
 Access to quality services	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.
 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 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, our staff 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.	Act in a way that helps you and others to be safe.
 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.

