

# Client Rights

This information sheet has been developed to help everyone understand and know their rights.



## What are rights?

The basic things that everyone has to keep them safe and to be given a good life. Everyone in Australia has rights.



## Your rights:

### You have the right to:

- make **choices** about your life;
- be told about the help you are getting;
- understand what people tell you;
- ask **questions** so that you can make good choices;
- know who to tell if you are unhappy.



## When you tell people important things you have the right for:

- what you say to be kept a **secret**.



**You have the right to:**

- feel **safe** and be treated **fairly**;
- experience a healthy and respectful environment.

You should not be physically hurt or harmed or made to feel unhappy by others in anyway.



**You have the right to be treated the same as everyone else no matter:**

- who you are;
- where you live;
- whether you are a man or woman;
- what job you have;
- what language you speak;
- whether you have a disability;
- what your religion is;
- whether you are rich or poor.



**You have the right to:**

- have your own space;
- ask for changes to be made to help you and meet your needs;
- be told about your rights as they change over time;
- understand what you are being told.

## You have the right to privacy:



### What is privacy?

Privacy is when you or a group of you have time to yourselves.

Privacy is also when you tell someone information about yourself and they have to keep it a secret.

## You have the right to:

- have time to yourself and have your own space;
- show closeness and affection to the people that you love.



### You have the right to:

- be asked before your information is used or collected;
- be told what information is collected about you and how it will be used;
- have your information stored safely.

## Understanding your rights:

- You have the right to be told about your rights:
  - At the beginning of your services;
  - Throughout your services;
  - If your rights change.
- If you do not understand your rights you can ask a staff member, family member, a close friend or anyone else that you trust.