

# SERVICE CHARTER: RIGHTS & RESPONSIBILITIES

[www.wordbymouth.com.au](http://www.wordbymouth.com.au)

We believe in genuine partnership with patients, families, carers other health care/education providers to achieve the best possible health outcomes.

This charter explains how you and Word by Mouth staff can work together to make sure you get the best health care and education possible.

You are entitled to receive high quality care with compassion and respect at Word by Mouth Speech Pathology.

We believe in genuine partnership with patients, families, carers other health care/education providers to achieve the best possible health outcomes.

## What are your rights?

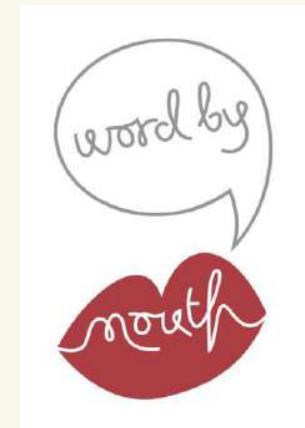
### You have the right to:

- Receive high quality care in a safe, comfortable setting.
- Be treated fairly and with respect, regardless of your age, gender, sexual preference, religion and culture.
- Have clear information about your services, treatment options and costs and be included in decisions and choices about your care.
- Receive treatment that meets your health care needs.
- Have your privacy, dignity and personal safety respected.
- Give a compliment or make a complaint. Your concerns or complaints will be taken seriously.

## What are your responsibilities?

### To help us give you the best possible care, please:

- Tell us about your symptoms, difficulties, impairments, illnesses, and other health related matters.
- Tell us about any religious or cultural requirements.
- Treat everyone that you meet at Word by Mouth with care and respect. We have a *Zero Tolerance Policy* for behaviours that are abusive and hurtful. We do not tolerate violence, aggression, abuse, harassment or threatening behaviours in any form.
- Tell us if there are any Court Orders, Guardianship Appointments, Orders from the Office of the Public Advocate or other legal frameworks that currently exist which may impact on the provision of speech pathology services.
- Tell us if you are unable to attend your appointment as per our Terms of Trade, signed by you at your initial consultation. A fee will be charged for clients who fail to notify and attend within our Terms of Trade.
- All accounts are to be kept current within our Terms of Trade.



## Tell us what you think:

To assist us in improving the quality of care we provide, we welcome compliments, complaints and suggestions from patients, families and carers.

If you have concerns about your treatment, please tell one of our staff. If your concerns are not resolved, contact our [Practice Manager](#) on 9873 0102, or email: [office@wordbymouth.com.au](mailto:office@wordbymouth.com.au)

The Practice Manager will forward all correspondence onto the Director, Word By Mouth Speech Pathology. We will endeavor to resolve your concerns within a timely, efficient and respectful manner.

## When at Word by Mouth, you can expect to:

- Take part in decisions about your treatment, including the right to refuse treatment.
- Be able to involve a family member, carer or chosen support person in your care.
- Be asked before being cared for by trainee health professionals. You can agree or refuse at any time.
- Receive a full explanation of any research study that you may be asked to join. You can agree or refuse at any time.
- Be able to appoint someone to make decisions about your treatment if you become unable to do so.
- Be able to ask for a second opinion if you are unsure about your treatment.

If you are not satisfied with the outcome of the complaint, you may write or call:

- [Speech Pathology Australia](#)  
Phone: 03 9642 4899  
Senior Advisor Professional Issues  
Email: [sapi@speechpathologyaustralia.org.au](mailto:sapi@speechpathologyaustralia.org.au)  
A senior advisor for management of ethical complaints.
- [The Health Services Commissioner](#)  
Phone: 1300 582 113  
Mail: Level 26, 570 Bourke Street, Melbourne 3000  
An independent agency for anyone with a complaint about a health service in Victoria.

## We want you to be informed, so we will provide you with information:

- About who is responsible for your care and how to contact them
- To help you understand your illness or condition, treatment, tests and results and what will happen next. You should ask our clinical staff to explain what they are doing with you. Please tell us if you do not understand.

## Tell us what you think:

- Do you have a suggestion on how we can improve our service?
- Suggestions, compliments and ideas can be discussed in person with our Practice Manager or via telephone on 9873 0102 or email: [office@wordbymouth.com.au](mailto:office@wordbymouth.com.au).

