

YOUR RESPONSIBILITIES

With some exceptions, people are responsible for their own actions. Your responsibilities include:

- Treating other client's and staff with respect at all times.
- Being considerate of the property of other people and of the care facility.
- Ensuring the information you provide about your past or present treatment is accurate, to the best of your ability.
- Asking someone if you have not understood anything you have been told.
- Notifying the worker if you are not able to keep an appointment



Registered
NDIS
Provider



WEmpower

WHERE CARE LEADS TO EMPOWERMENT



CONTACT US

📍 Suite 3, Level 1, 146-150 Gordon Street Port Macquarie, NSW, 2444

Opening Hours:

Monday-Friday: 8.00am to 3.30pm

Saturday-Sunday: Closed



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YOUR RIGHTS & RESPONSIBILITIES



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YOU HAVE RIGHTS IN RELATION TO YOUR CARE

- Be treated with respect, dignity and consideration
- Access high quality, timely, care in the least restrictive environment
- Receive services in a safe environment
- Participate fully in your care and have your wishes taken into account
- Have your lived experience respected
- Be provided with information on what services are available, and who provides them
- Ask questions about your care



- Receive care which is appropriate to your age, gender, religion, health status, sexual orientation, language and cultural background
- Be involved in the decision-making about your care planning, including referral to support services
- Access services that support you to live, work and participate in the community to the full extent of your capabilities.
- Request the assistance of trained interpreters.
- Request access to your care record



YOUR RIGHT TO COMMENT ON YOUR HEALTHCARE

We are interested in feedback about your experience of our services, whether its good or bad. Making a complaint will not affect your right to a quality service and will help us improve the care we provide.

Mental Health Advocacy Service

The Mental Health Advocacy Service is a specialist service of Legal Aid NSW. This service can provide free independent legal information, advice and assistance about mental health law. This might include things like advice about your finances, community treatment orders, or guardianship. The Mental Health Advocacy Service can be contacted on 9745 4277.

Personal Information and Privacy

We are committed to safeguarding the privacy of your personal information and your confidentiality in accordance with privacy law.

Your Supports

We are committed to safeguarding the privacy of your personal information and your confidentiality in accordance with privacy law,

