

As a client of the Epilepsy Foundation, you have a responsibility to:

- 1** Be respectful of others, including staff, volunteers and clients of the Epilepsy Foundation.
- 2** Be respectful of Epilepsy Foundation property.
- 3** Attend the service in a fit state (not under the influence of illicit drugs or alcohol).
- 4** Inform our staff if you are aware of any risks to them in the course of their work with you.
- 5** Turn off your mobile phone or pager while in an epilepsy support appointment, education or group session.
- 6** Maintain confidentiality regarding information about other clients, staff or participants in groups or programs conducted by the Epilepsy Foundation.
- 7** Provide accurate and up to date information about yourself in order to receive the best possible epilepsy support.
- 8** Arrive at the designated appointment or session on time.
- 9** Pay any fees as agreed to staff in the manner that was agreed to, either before or after the end of your appointment, group program or education session as required.
- 10** Provide positive feedback, or complain if you are unhappy with the service received. You can speak with or write to the staff person you are working with or to their manager.

How can I find out more?

If you are interested in learning more about your rights and responsibilities and relevant policies and procedures, please contact the Epilepsy Foundation on (03) 8809 0600 or email epilepsy@epilepsy.asn.au, visit our website www.epinet.org.au or review copies of our policies and procedures at reception.

Rights and Responsibilities

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Epilepsy Foundation

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www.epinet.org.au

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At the Epilepsy Foundation we strive to provide effective epilepsy support, advocacy, education and research. Our services are available to individuals, family members, friends and professionals irrespective of their age, gender, indigenous or ethnic culture, ability, socio economic circumstance, and religious or political affiliation.

The Epilepsy Foundation staff code of conduct is one of the ways we put our values into practice. It is built around the recognition that everything we do in connection with our work will be, and should be, measured against the highest possible standards of ethical conduct. Our commitment to the highest standards helps us recruit highly capable people, build services and attract loyal supporters.

Your rights and responsibilities

Understanding your rights and responsibilities as a client of the Epilepsy Foundation is central to sustaining a good relationship between you and Epilepsy Foundation staff.

As a client of the Epilepsy Foundation, you have a right to:

- 1 Be treated in a professional, courteous, and caring manner.
- 2 Be contacted in a timely manner. If we need to change or cancel a time to meet with you we will make every attempt to contact you well before the session time.
- 3 Access the services of a qualified interpreter where required.
- 4 A safe environment when attending any of our Services, Groups or Education Sessions. We have a duty of care and incidents may be reported to government where there are compliance requirements.
- 5 Refuse referrals suggested by Epilepsy Foundation staff to other services and health professionals.
- 6 Expect that your privacy will be respected and confidentiality protected to the greatest extent permitted by law. Epilepsy Foundation staff will obtain your consent to gather information about you and explain to you situations where they may need to disclose such information. This may include providing limited information as part of the Epilepsy Foundation's funding and services agreement with government departments, or identifiable information in some cases. These include:
 - a reportable incident involving a client of the service
 - a referral to which you agree
 - a situation where safety issues are of concern
 - where required by specific law/legislation.

7 Access your personal file/record except where such access is prohibited by law.

8 Provide feedback to staff in a respectful manner and request another staff member if unhappy with the service. A complaint can be made directly to staff, their manager or via phone, email to: feedback@epilepsy.asn.au or on our website www.epinet.org.au.

You have a right to expect that this complaint will be investigated appropriately, in confidence and without bias. If resolution of your complaint is not achieved via the Epilepsy Foundation Complaint Procedure, you may contact the Office of the Disability Services Commissioner:

Telephone: 1800 677 342

TTY: 1300 726 563 or

www.odsc.vic.gov.au

The Victorian Disability Advocacy Program is also available through the Office for Disability if you require support with your complaint:

Telephone: 1300 880 043

TTY: (03) 9639 2417 or

Email: ofd@dhs.vic.gov.au

9 Apply to the Victorian Equal Opportunity and Human Rights Commission if you believe your rights have been breached:

Telephone: 1300 891 848

TTY: 1300 289 621 or

Email: complaints@veohrc.vic.gov.au