



YOUR RIGHTS AND RESPONSIBILITIES

Koorana prides itself on operating with integrity and mutual respect.

Our statement of rights and responsibilities (overleaf) has been established so that all families and clients know what they can expect, and what is expected of them.

If you have any questions about your rights and responsibilities as a client of Koorana, please feel free to talk to a Koorana staff member or contact Koorana head office on (02) 9750-4100.

More detailed information about your rights & responsibilities can be found on our website – www.koorana.org.au

Your Rights

As a Koorana family, you have the right to:

- access information about your child's services, including any file notes
- be treated respectfully
- have your privacy and confidentiality respected to the greatest extent permitted by law
- understand how we prioritise places within our services
- access an interpreter or translator as required
- provide feedback about your experience with the service
- an advocate (for example, the Multicultural Disability Advocacy Association – 1800 629 072)
- know and understand Koorana's complaint process
- have any complaint investigated respectfully and openly
- access the Health Care Complaints Commission Toll Free for NSW (1800 043 159) or Ombudsman.

Your Responsibilities

As a Koorana family, you also have responsibilities when accessing services. Your responsibilities include:

- providing Koorana with sufficient information to ensure the best outcomes for your child
- following the agreed program you developed with Koorana for your child
- ensuring your child attends all appointments
- providing at least 24 hours' notice if you are unable to attend
- informing a Koorana staff member if your child is unwell
- ensuring all contact details (including emergency contacts) are kept up to date
- ensuring fees are paid on time
- treating Koorana staff with respect.