Danila Dilba
Health Service

Our commitment to you...

Danila Dilba client service charter

Everyone has a right to health care. Danila Dilba Health Service (DDHS) is committed to providing high-quality, culturally-appropriate and respectful health care. People receiving care and giving care both have important roles to play in this.

Your rights

You have the right to:

1. **Safety.** Feel welcome, safe and secure.
2. **Respect.** Be treated with respect at all times in a culturally-appropriate manner.
3. **Communication.** Be informed about your treatment, care and options in words that you can understand.
4. **Know and understand.** Be included in decisions and choices about your treatment, and to give withhold or withdraw consent at any time.
5. **Participation.** Choose what options and choices you want for your best treatment.
6. **Openness.** See any information about your health or care.
7. **Privacy.** Have your personal information kept secure, private and confidential, and to be able to see that information or agree to someone else seeing it.
8. **Non disclosure.** We will not give your personal information to anyone else without your permission unless there is a serious threat to your life, wellbeing or safety or unless the law says we must.
9. **Comment.** Express an opinion about your care and to make a complaint without fear.
10. **Complain.** Have your complaints dealt with quickly, fairly, confidentially and openly.

Your responsibilities

You can help meet these rights by:

1. **Respecting** other clients, health service staff, and DDHS buildings and resources.
2. **Taking responsibility** for decisions you make about your health and care.
3. **Being on time** appointments or letting DDHS know if you can't make them, and **being sober** for appointments.
4. **Being as open and honest as you can,** and letting DDHS know if your health changes.
5. **Asking questions** if you don't understand.

If you feel these commitments have not been met by Danila Dilba Health Service, please ask reception for a copy of our Complaints Form, or ask for help to make a complaint.

We also love to hear positive feedback!

Please ask reception for a feedback form.