

# Client Services Charter



Remedy Healthcare recognises that people receiving care and people providing care all have important parts to play in achieving better healthcare outcomes.

We believe that the below charter will contribute to the partnership of clients and Remedy Healthcare staff, to work together towards safe and high quality healthcare.

Our standards		What this means
<b>Safety</b>	We will provide you with high quality services.	You will receive high quality health services, provided with professional care, skill and competence.
<b>Respect</b>	You will be shown respect, dignity and consideration.	The care provided shows respect to you and your culture, beliefs, values and personal characteristics.
<b>Communication</b>	You will be informed about services, treatment, options and costs, where applicable, in a clear and open way.	You will receive open, timely and appropriate communication about your health care provided by Remedy in a way you can understand.
<b>Participation</b>	You will be included in decisions and choices about the services we provide you.	You may join in making decisions and choices about your care and about health service planning.
<b>Privacy</b>	Your personal information will be kept private and confidential.	Personal privacy is maintained and your personal health and other information is handled responsibly.
<b>Comment</b>	You may comment on your care so that your concerns may be addressed.	You can comment on or complain about your care and have your concerns dealt with properly and promptly.
<b>Withdrawal</b>	You may withdraw from the program	You can cease participation from a program at anytime.

Your responsibilities		What this means
<b>Respect</b>	You have a responsibility to treat staff with respect.	Staff are here to provide care and should be treated with the respect you would like in return.
<b>Honesty</b>	You have a responsibility to provide accurate health information.	To provide the best care, staff require an accurate health record.

# Client Code of Conduct

## What Remedy Healthcare expects from clients

- ✓ Work with us to make sure the services we provide meet your needs;
- ✓ Treat our staff with courtesy and respect;
- ✓ Let us know if you have any concerns, complaints or feedback about the services we provide to you.

## Examples of inappropriate client behaviour

Inappropriate behaviour by a client (or their family members or carers) can prevent our clinicians from effectively delivering high quality clinical services and maintaining appropriate professional boundaries. The following are examples of behaviour that is inappropriate and will not be tolerated:

- Being intoxicated with drugs or alcohol during a treatment session
- Behaving rudely or aggressively towards clinicians
- Offering gifts to clinicians
- Making inappropriate comments to clinicians relating to ethnicity, gender, sexual orientation or other sensitive matters
- Making sexual comments to clinicians, even if meant to be 'cheeky'
- Asking clinicians questions about personal matters that do not relate to the treatment:
  - Clinicians will not answer any personal questions unless they feel comfortable to do so
  - Clinicians have the right to state *"I prefer not to share that information as it won't change the support that I will be providing you"*
- Asking clinicians to complete shopping for the client or others – this includes requests to purchase any alcohol or drugs
- Asking clinicians to do things that are not related to the treatment session
- Asking clinicians to do things that make treatment more difficult or compromise the clinicians' safety
- Allowing pets or other animals to be unrestrained during treatment or otherwise impact treatment
- Taking off footwear when not appropriate or safe, such as when walking outside or when completing an exercise program with a physiotherapist – clinicians will advise the client when footwear can be removed during a treatment session.



There are OHS laws, regulations and codes of practice that are in place to protect clinicians in the field and assist them to work in a safe and non-threatening environment. If a client's behaviour is not appropriate, the clinician has the right to address the behaviour and expect that the behaviour stops.

## The clinician will address and manage inappropriate behaviours

- The clinician will call out the inappropriate behaviour and ask for it to stop.
- If the inappropriate behaviour continues, the clinician will stop the treatment session.

Clients must ensure Remedy clinicians are treated with courtesy and respect, and must not engage in or continue any inappropriate behaviour. This is to maintain professional boundaries and enable quality treatment and clinical services. Clinicians will document, escalate and report any client behaviours of concern.