



## Respect

We respect the innate dignity and value of each person and the need to show kindness and compassion to all.

We welcome all ages, cultures, beliefs, identities, abilities and sexualities.

We ask that you refrain from any verbal abuse, physical violence, or aggressive behaviour towards WHFS staff and other clients.



## Access and Safety

Receive safe and high-quality health and well-being services that meets your needs.

Be cared for in an environment in which you feel safe.

Advise staff of any significant changes that might affect your health and well-being.



## Partnership

Ask questions and be involved in open and honest communication.

Include the people that you want in planning and decision-making.

Advise staff when you are unable to keep an appointment.



## Information

Clear information about your care plan and goals so you can give informed consent.

Access to your health information along with interpreter services and/or translated information.

Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe.



## Privacy and Feedback

Have your personal privacy respected and information kept secure and confidential.

Provide feedback or make a complaint without it affecting the way that you are treated.

Have my concerns addressed in a transparent and timely way.

Share my experience and participate to improve the quality of care and health services.

