



ABN: 76558819609

Client Charter 2020.

In undertaking receipt of services with iThrive Occupational Therapy, you can expect to receive high quality, evidence based, culturally safe assessment and intervention processes. Your rights are outlined below.

I have the right to:

be safe and receive high quality care and services

be treated with dignity and respect

have my identity, culture, and diversity valued and supported

live without abuse and neglect

be informed about my care and services in a way I understand

access all information about myself, including information about my rights, care and services

have control over and make choices about my care, and personal and social life, including where the choices involve personal risk

have control over, and to make decisions about, the personal aspects of my daily life, financial affairs and possessions

my independence be listened to and understood

have a person of my choice, including an aged care advocate, support me or speak on my behalf

complain free from reprisal, and to have my complaints dealt with fairly and promptly

personal privacy and to have my personal information protected

exercise my rights without it adversely affecting the way I am treated

My responsibilities are:

To be open and honest about my health and medical condition to enable my therapist to provide the best possible care to me

To advise my therapist of any risk that may be posed towards them and their safety in providing care to me

As the Principal Occupational Therapist of iThrive OT, I endorse and support this client charter in all aspects of care.