



Your Rights & Responsibilities

At Facilitate Occupational Therapy Services, our aim is to provide you with high quality and professional OT services, to help you to achieve your goals. We are committed to continuous improvement, and we welcome any feedback. We take a collaborative and inclusive approach to all of our interactions with our clients.

As a client of Facilitate Occupational Therapy Services, you have the right to:

- An explanation of all planned / recommended Occupational Therapy interventions
- Receive Occupational Therapy Service that is of professional standard
- Decline a recommendation made by the Occupational Therapist
- Be treated with respect, consideration and dignity
- Have your beliefs, cultural and religious practices respected
- Have your personal and medical details kept confidential and private
- Voice your concern if you are not satisfied with any aspect of the service provided by Facilitate Occupational Therapy Services

As a client of Facilitate Occupational Therapy Services, you have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about your medical history or disability, so that OT services can be completed safely and effectively
- The responsibility to report changes in your medical condition, functional status or falls history to your Occupational Therapist
- Ask for further information or discussion if you do not understand an Occupational Therapy recommendation
- Respect the role and dignity of Facilitate Occupational Therapy Services staff members, and their right to a safe and pleasant work environment. We reserve the right to withdraw care to people who behave aggressively, are violent or abusive
- The responsibility to keep appointments and, when unable to do so, to notify your Occupational Therapist as soon as possible.
- The responsibility to read and consider the service agreements provided, and to ask for clarification if you do not understand them.

Please discuss any concerns with your Occupational Therapist

FACILITATE OCCUPATIONAL THERAPY SERVICES

Phone: 1300 855 513
Fax: 02 4201 0196

116 Railway St Corrimal NSW 2518
PO Box 285 Fairy Meadow NSW 2519
ABN: 91 619 482 585

Admin@FacilitateOT.com.au
www.FacilitateOT.com.au

Providing expert Occupational Therapy services across the Illawarra and Shoalhaven