

1. Introduction

Stroke Foundation is committed to ensuring the rights and responsibilities of those who utilise Stroke Foundation services are respected, upheld and maintained.

This rights and responsibility statement applies to anyone who uses the services of Stroke Foundation.

2. Policy

Stroke Foundation acknowledges consumers are the focus of our operations. Therefore, consumer rights are recognised and promoted at every opportunity, and consumers are made aware of their responsibilities as service users.

3. Consumer Rights

Stroke Foundation acknowledges the right of consumers accessing our support and services to:

3.1. General

- › Be always treated with respect and courtesy
- › Be treated fairly and without discrimination.

3.2. Access

- › Receive support to access services and make decisions on their own terms, including access to an interpreter and the right to refuse services
- › Receive high quality, reliable services provided by appropriately skilled people.

3.3. Personal Information

- › Be kept informed of matters about them, including service rights and the right to have an advocate or support person involved.
- › Be provided concise and timely information in a way they understand
- › Receive assistance in understanding any information provided
- › Have their information treated as confidential and their privacy respected, including not sharing information with other people or agencies without their prior agreement.

3.4. Comments and Complaints

- › Have a range of ways to provide [feedback](#) on the service they have received, and
- › Have complaints investigated fairly and confidentially, with appropriate steps taken to resolve issues of concern.

4. Consumer Responsibilities

When accessing our services consumers are responsible for:

4.1. General

- › Treating our Workforce Members with respect at all times
- › Helping Stroke Foundation by communicating their needs with courtesy and respect, behaving in a non-abusive and non-threatening manner.

4.2. **Support**

- › Providing accurate information about their current problems, and other matters relating to their health and support needs when seeking support
- › Discussing any worries or concerns with Stroke Foundation Workforce Members and being part of the decisions made about support.

4.3. **Communications**

- › Providing accurate personal details, including the names of services currently involved in providing support to them
- › Contacting Stroke Foundation if they do not understand or need more information about services.

5. **Related Documents**

- › [Privacy Policy](#)
- › [Feedback channels](#)
- › [Terms of Use – EnableMe Privacy Notice](#)
- › [Australian Charter of Healthcare Rights \(second edition\)](#)