

Your rights and responsibilities

This document details your rights and responsibilities when you use BreastScreen Victoria services.

	You have the right to:	You are responsible for:
Access	<ul style="list-style-type: none"> Attend any BreastScreen Victoria clinic Receive free breast screening and assessment services 	<ul style="list-style-type: none"> Informing us if you have any special requirements
Safety	<ul style="list-style-type: none"> Receive safe and high-quality care Information so you can make informed choices 	<ul style="list-style-type: none"> Behaving in a manner that will not negatively impact the safety, well-being or rights of staff and other service users Understanding you may be asked to leave or have care withdrawn if you disrespect staff or other service users, or behave in a threatening or dangerous manner
Respect	<ul style="list-style-type: none"> A respectful and culturally safe experience Clinics that are clean, comfortable and private 	<ul style="list-style-type: none"> Being respectful of the staff taking care of you and other users of our service Informing us of your needs in a polite manner
Communication	<ul style="list-style-type: none"> Clear and open communication with our staff Ask questions Helpful information you can understand Use an interpreter 	<ul style="list-style-type: none"> Providing us with accurate information so we can help you Informing us if you have any questions or concerns about your care
Participation	<ul style="list-style-type: none"> Ask us to stop at any time Withdraw your consent at any time Bring a family member or support person with you 	<ul style="list-style-type: none"> Providing us with any information we need for your care
Privacy	<ul style="list-style-type: none"> Expect us to maintain your privacy Apply to access your own health information <p>Ask our staff for a copy of our Privacy Policy or visit breastscreen.org.au</p>	<ul style="list-style-type: none"> Informing us if any of your health information is incorrect or incomplete
Comment	<ul style="list-style-type: none"> Expect us to respond to any concerns you have <p>If an issue remains unresolved, you can contact the Health Complaints Commissioner.</p>	<ul style="list-style-type: none"> Commenting on or raising any concerns about your care <p>Submit feedback at breastscreen.org.au or call 13 20 50.</p>

Our program is respectful and welcoming

We are committed to ensuring our program is inclusive and accessible to all eligible Victorians. We run community programs to address barriers to breast screening and increase participation in our program.

For more information on community support at BreastScreen Victoria, visit www.breastscreen.org.au/community-support/.

More information

Please ask our staff if you have any questions or concerns. Our rights and responsibilities are based on the Australian Charter of HealthCare Rights in Victoria.

www.health.vic.gov.au/patientcharter



Book at
breastscreen.org.au
or call **13 20 50**

TTY **13 36 77** if you have hearing
or speech difficulties



For more information or to change your details,
visit **breastscreen.org.au** or call **13 20 50**



For interpreter assistance, call **13 14 50**



Translated information:
breastscreen.org.au/translations



BreastScreen Victoria acknowledges the
support of the Victorian Government.