

Your rights and responsibilities



BreastScreen
Victoria

This fact sheet describes 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"> choose to attend any BreastScreen Victoria clinic receive FREE 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 affect the safety, wellbeing or rights of staff or other service users understanding you may be asked to leave or have care withdrawn if you disrespect staff or other service users or behave in a threatening or dangerous manner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 politely of your needs
Communication	<ul style="list-style-type: none"> clear and open communication with our staff ask questions information you can understand and which is helpful use an interpreter 	<ul style="list-style-type: none"> providing us 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 any information we need for your care
Privacy	<ul style="list-style-type: none"> expect us to maintain your privacy apply to see 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>Comment forms are available at clinics. Provide feedback at breastscreen.org.au or call 13 20 50.</p>

We are committed to ensuring our services are inclusive and accessible to all eligible Victorians over the age of 40. This means understanding and addressing the barriers that can stop certain communities from accessing breast screening.

We run targeted programs to increase breast screening in eligible people who are Aboriginal and Torres Strait Islander, culturally and linguistically diverse, sexuality and gender diverse, have a disability, from low socio-economic areas, and from remote and rural areas.

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



For more information visit breastscreen.org.au or call **13 20 50**



For interpreter assistance call **13 14 50**. TTY **13 36 77**.

