

# Rights and Responsibilities for care and treatment at SHQ

**Sexual  
Health  
Quarters**

## What are my rights?

As a client of SHQ, you have a right to:

### Access

- Access sexual health services appropriate to your needs
- A referral to another service, if we believe that another service would be more helpful for you

### Safety

- Receive high quality treatment in a safe environment
- Receive a culturally sensitive service

### Respect

- Be treated with respect, dignity and consideration
- Have your culture, identity, and choices recognised and respected

### Partnership

- Be included in decisions and choices about your care
- Ask questions or discuss concerns you have about your care
- Be accompanied by a support person, carer, or family member if you choose

### Information

- Be informed about services, treatment options and costs
- Receive open and clear communication about your care
- Seek an accredited interpreter

- Refuse services or treatment that is offered to you
- Access your health records according to the law

### Privacy

- Privacy and confidentiality for your personal and health information, except where the law requires these to be disclosed (refer to our Privacy Brochure for details)
- Have your personal privacy respected

### Give feedback

- Provide feedback about the service you receive, or make a complaint.

## What are my responsibilities?

As a client of SHQ, you have a responsibility to:

- Let us know if you cannot attend your appointment
- Ask us if there is anything you don't understand
- Discuss any worries you have about your care with us
- Respect the privacy and confidentiality of other clients, and respect SHQ staff
- All are welcome at SHQ, however harassment or aggressive behaviour in the clinic will not be tolerated.

*SHQ is on Whadjuk land. We acknowledge the Traditional Owners of country across Western Australia.*

