

**As a Guest/Carer you have the RIGHT to:**

- Receive safe, high quality and competent care
- Be shown respect, dignity and consideration
- Be informed about services, options and costs in a clear and open way
- Be included in decisions and choices about your care
- Continue your cultural and religious practices
- Privacy and confidentiality of your personal information
- Comment on your care and to have any concerns addressed
- Decline services at any time
- An opportunity to provide feedback and evaluation on services provided
- Make a complaint and access an advocate of your choosing.

**As a Guest/Carer you also have the RESPONSIBILITY:**

- To treat volunteers and staff with courtesy and respect
- To treat the environment with respect
- To notify Anam Cara House Geelong of any change to planned attendance at Anam Cara House
- To bring equipment specific to your needs, current medications and relevant care instructions when attending ACHG Day Hospice, Overnight Care and End of Life Care
- To respect the privacy and confidentiality of other guests and their significant others