

# Epilepsy Foundation Rights and Responsibilities



The Epilepsy Foundation strives to provide effective epilepsy information and support, education and research. Our services are available to individuals, family members, friends and professionals irrespective of their age, gender, sexual preference, ethnicity, disability, socio-economic circumstances, religious beliefs or political affiliation.

The Epilepsy Foundation staff code of conduct is one of the ways we put our values into practice. It is built around the recognition that everything we do in connection with our work will be, and should be, measured against the highest possible standards of ethical conduct. Our commitment to the highest standards helps us recruit highly capable people, build services and attract loyal supporters.

## Your rights and responsibilities

Understanding your rights and responsibilities as a client of the Epilepsy Foundation is central to sustaining a good relationship between you and Epilepsy Foundation staff.

### As a client of the Epilepsy Foundation, you have a right to:

1. Be treated in a professional, courteous and caring manner.

2. Be contacted in a timely manner. If we need to change or cancel a time to meet with you we will make every attempt to contact you well before the meeting time.

3. Access the services of a qualified interpreter where required.

4. Experience a safe environment free from abuse when attending any of our services, groups or education sessions. We have a duty of care and incidents may be reported to government where there are compliance requirements.

5. Decline referrals suggested by Epilepsy Foundation staff to other services and health professionals.

6. Expect that your privacy will be respected and confidentiality protected to the greatest extent permitted by law. Epilepsy Foundation staff will obtain your consent to store and retain information about you and explain to you situations where they may need to disclose such information. This may include providing limited information, identifiable in some cases, as part of the Epilepsy Foundation's funding and services agreement with government departments.

These include:

- a reportable incident involving a client of the service
- a referral to which you agree
- a situation where safety issues are of concern
- where required by specific law/legislation.

7. Access to your personal file/record except where such access is prohibited by law.

8. Provide feedback to staff in a respectful manner and request another staff member if unhappy with the service. A complaint can be made directly to staff, their manager, via phone or email to [feedback@epilepsyfoundation.org.au](mailto:feedback@epilepsyfoundation.org.au)

You have a right to expect that your complaint will be investigated appropriately, in confidence and without bias.

If resolution of your complaint is not achieved via the Epilepsy Foundation Complaint Procedure or you are not comfortable to raise the concern with us first, you have other avenues for resolution that you may contact. Details can be found on page 3 of this document.

9. Apply to the *Victorian Equal Opportunity and Human Rights Commission* if you believe your rights have been breached:

Telephone: 1300 292 153

TTY: 1300 289 621

Email: [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

Website: [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)

10. Whilst receiving supports from the Epilepsy Foundation, or if wishing to make a complaint, you may like to receive support from another person such as a family member or friend. You also have the right to seek support or from an independent advocate of your choosing.

More information available from the [NDIS Commission website](http://www.ndis.gov.au)

# Epilepsy Foundation Rights and Responsibilities



## As a client of the Epilepsy Foundation, you have a responsibility to:

1. Be respectful of others, including volunteers and clients of the Epilepsy Foundation.

2. Be respectful of Epilepsy Foundation staff.

3. Attend the service in a fit state (not under the influence of illicit drugs or alcohol).

4. Inform our staff if you are aware of any risks to them in the course of their work with you.

5. Maintain confidentiality regarding information about other clients, staff or participants in groups or programs conducted by the Epilepsy Foundation.

6. Provide accurate and up-to-date information about yourself in order to receive the best possible epilepsy support.

7. Make every attempt to contact staff if you are unable to attend your appointment at the agreed time.

8. Pay any fees as agreed to with staff in the manner that was agreed to, either before or after the end of your appointment, group program or education session as required.

9. Provide positive feedback if you are happy with the services you have received. However, if you are unhappy with the service received you can speak with or write to the relevant staff member or contact their manager via the contact details provided below.

10. Uphold the responsibilities outlined in this document, and understand that failure to do so may result in the Epilepsy Foundation withdrawing access to our services.

## How can I find out more?

If you are interested in learning more about your rights and responsibilities and view relevant policies and procedures, please contact the Epilepsy Foundation on:

**Telephone:** (03) 8809 0600

**Email:** [epilepsy@epilepsyfoundation.org.au](mailto:epilepsy@epilepsyfoundation.org.au)  
[feedback@epilepsyfoundation.org.au](mailto:feedback@epilepsyfoundation.org.au)

**Website:** [www.epilepsyfoundation.org.au](http://www.epilepsyfoundation.org.au)





## Making a complaint

You have a right to expect that your complaint will be investigated appropriately, in confidence and without bias. If resolution of your complaint is not achieved via the Epilepsy Foundation Complaint Procedure or you are not comfortable to raise the concern with us first, you have other avenues for resolution that you may contact.

Details of these organisations are below:

*Office of the Disability Services Commissioner* Telephone:  
1800 677 342  
TTY: 1300 726 563  
Website: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

NDIS Commission: (For those purchasing supports with NDIS funds)  
Telephone: 1800 035 544  
TTY: 133 677. Interpreters can be arranged  
National Relay Service and ask for 1800 035 544  
Website: <https://www.ndiscommission.gov.au/document/806>

Organisations funded under the *Victorian Disability Advocacy Program* may be able to provide assistance with your complaint. A list of funded organisations is available from:

<https://providers.dhhs.vic.gov.au/disability-advocacy-organisations>

If you'd like to read the Epilepsy Foundation's privacy policy this can be found here:

<https://epilepsyfoundation.org.au/about-us/privacy-policy/>