



COCHLEAR  
IMPLANT PROGRAM  
An RIDBC service

**Taralye**  
The oral language centre for deaf children  
An RIDBC service



# RIDBC Client Rights

As a client of RIDBC, you have the right to the following.



be treated with respect and courtesy



expect privacy and confidentiality and access to all personal information held



stay informed and be consulted



have another person of your choice support you and advocate (speak up for you) on your behalf



have a say in decisions made about your care and make informed choices



have comments and feedback valued



receive quality services



to make a confidential complaint if you are not happy with the services you receive



receive information in alternate formats on the same basis as your peers



be supported through your journey with RIDBC

We want the RIDBC experience to be great for everyone, so this is what we ask of you:

- **Stick to the program.** Nothing is better than seeing our clients meet their goals. You have a huge role in that by coming to each appointment, actively participating and following our recommendations. If you can't keep an appointment, please let us know as soon as possible.
- **Treat everyone at RIDBC with respect and consideration.** This includes other clients as well as our employees. Any kind of disrespect is never acceptable. If we aren't meeting your needs or you have a problem with our service, please let us know about it. We welcome your feedback in person or you can use our feedback system.
- **Help keep yourself, our employees and other clients safe.** We do everything we can to make our services safe, but if you spot a problem please tell one of our employees or email [info@ridbc.org.au](mailto:info@ridbc.org.au). If you are experiencing illness, please cancel your session. If we are providing services in your home it is your responsibility to make sure our staff are safe. Please keep pets away and do not smoke while we are there.
- **Keep us up to date.** We need information about you so we can provide services that meet your needs. If your needs or details change, please let us know.
- **If we send you an invoice please pay us on time.** We are a not-for-profit organisation with limited resources, so we depend on your prompt payment to keep our doors open.