



Client Rights

Client Services

Client Services are available for any Queenslanders affected by epilepsy or reoccurring seizures. Referrals to these services are by self, family, friends and health professionals or from other agencies/organizations.

There is no entry or exit criteria as access to Client services are on a voluntary basis.

The right to dignity and privacy

Your dignity and privacy will be respected at all times. You will be treated as an individual taking into account such things as your cultural background or any disability you may have.

The Privacy Amendment (Private Sector) Act 2000, effective 21 December 2001, sets out guidelines which regulate how organisations should treat personal and/or sensitive information they collect, use handle or store. The Privacy Policy may be viewed on our website or alternatively you may discuss any concerns or questions with a staff member.

The right to be informed

You have the right to know what services are available so you may make your own decisions, choices about the type of service and your level of involvement

Client Services staff can provide you with information about the services Epilepsy Queensland provides and can also provide you with information about other services that may be able to assist you.

Comments suggestions and complaints

Comments and suggestions are welcomed to assist us in improving our services to the community.

If you have a complaint we request in the first instance you speak to the staff member involved. If you feel uncomfortable speaking to the staff member, please contact the Chief Executive Officer who will make inquiries and keep you informed of the procedures and processes.

Complaints will be dealt with fairly and quickly and without fear of retribution.

Comments suggestions and complaints may also be recorded on our Continuous Improvement Form.

Advocacy

You have the right to involve an advocate to act on your behalf. This may be a family member, carer, friend, a staff member from Epilepsy Queensland or a professional person. Epilepsy Queensland has a general information sheet with a list of advocacy services available.

Although every effort has been made to ensure up to date and accurate information is provided, Epilepsy Queensland cannot accept any liability in relation to the information provided. It is strongly recommended that you discuss any information with your doctor or other relevant organisation.