

Client Rights Policy

Your rights

As an In Balance Physiotherapy and Fitness (IBPF) client, you, your family, and your community have the right to:

- Make your own choices about the services you receive from us and change those arrangements as your goals change.
- Access quality services delivered by registered, trained and compassionate staff.
- Receive services that acknowledge and build on your families strengths and goals and embraces you, your family, your culture and your diversity.
- Cease services from IBPF at any time and receive support from us to transition to your new provider.
- Be protected from discrimination, abuse, harm, neglect and violence
- Advocate for yourself or seek assistance from friends or other advocates to support you during your interactions with our staff.
- Access any information that IBPF holds about you, or your child ([link to IBPF client record keeping policy](#)).
- Compliment, comment or make complaint about the services you receive, without fear of adverse consequences.

Sending a suggestion, compliment or complaint

IBPF welcomes all feedback about our service. If you have feedback or a complaint to make, we want to hear from you.

Clients are routinely asked to provide feedback at various stages during service provision and are also welcome to provide additional feedback at any time they choose. Feedback can be provided verbally by calling 08 9622 5335 and asking to speak to the IBPF Director, or General Manager, or by emailing reception@ibpf.com.au.

Receive support from other agencies

[Department of Commerce's Consumer Protection](#) - offers resources to assist consumers understand their rights when they buy a service or enter into a contract.

[Australian Human Rights Commission](#) - provides information on areas such as disability rights, age and race discrimination, human rights, and Aboriginal and Torres Strait Islanders social justice matters.

[Department of Communities: Disability Services](#) - you can provide feedback on the services you receive from IBPF, or receive support with accessing [advocacy services](#).

[National Disability Insurance Scheme](#) for families accessing the NDIS

Review Date: January 2020

Due for Review: January 2021



Health and Disability Services Complaints Office - works to improve the delivery of health and disability services in Western Australia. Families, friends, carers, advocates and other community partners may contact to register complaints or to receive service advice.