



Joyful Journey

OCCUPATIONAL THERAPY

adding life to days

Your Rights & Responsibilities

Joyful Journey OT

Welcome

At Joyful Journey OT, we want you to feel safe, respected, and in control of your supports. This guide explains your rights and what we ask from you so we can work well together.

Your Rights

You have the right to:

- Be Treated with Respect
 - Be treated kindly, fairly, and without discrimination
 - Feel safe and supported at all times
- Make Your Own Choices
 - Have a say in your goals and therapy
 - Choose the supports that are right for you
 - Say yes or no to services at any time
- Be Heard
 - Share your thoughts, feelings, and preferences
 - Be listened to and taken seriously
- Privacy and Confidentiality
 - Have your personal information kept private
 - Know how your information is used and stored
 - Choose who we share your information with
- Access Information
 - See your reports and records if you want to
 - Get clear information about your therapy and supports
- Communication That Works for You
 - Receive information in a way you understand
 - Use your preferred communication style
 - Access an interpreter or support person if needed
- Give Feedback or Make a Complaint
 - Tell us what is working (or not working)
 - Make a complaint without worry
 - Have your concerns responded to quickly and respectfully



Your Rights & Responsibilities

Your Responsibilities

To help us support you, we ask that you:

- Treat Others with Respect
 - Be kind and respectful to staff and others
- Share Important Information
 - Let us know anything that may impact your therapy
 - Keep your contact details up to date
- Attend Your Appointments
 - Come to sessions on time
 - Let us know as soon as possible if you need to cancel
- Work With Us
 - Be involved in your therapy goals where possible
 - Follow agreed safety guidelines
- Speak Up
 - Tell us if something isn't working
 - Ask questions if you're unsure about anything

Your Privacy

We will:

- Keep your information safe and secure
- Only share your information with your permission (unless required by law)
- Let you know if your information is stored or processed using online systems

Need Help or Want to Talk?

If you have questions, feedback, or concerns, please talk to your therapist or contact us.

You can also ask for support from a family member, carer, or advocate at any time.

Our Commitment

We are here to support you to feel confident, capable, and in control of your journey.