

Your rights and responsibilities

BreastScreen SA aims to provide you with the best screening mammography and assessment services possible.

As an eligible client, you can help to ensure you have a positive experience by working with us and knowing your rights and responsibilities.



Your rights

As a client of BreastScreen SA, you have the right to:

- > be treated with dignity and consideration
- > have your beliefs, cultural and religious practices respected
- > equitable access
- > be addressed by the name of your choice
- > be listened to when you have a question or you want more information
- > ask for a longer appointment time if you have a disability or special needs
- > be able to use your own communication, and be given a longer appointment time if you have a speech impairment
- > receive an appropriate and timely response to any reasonable request you make for services or information
- > receive information in a language you can understand, and be able to request the presence of other people, including a friend, family member, carer, advocate or interpreter to help you understand information about breast screening and assessment services
- > request for an accredited interpreter to be present at your appointment, or to assist over the phone (please advise staff when booking your appointment)
- > receive breast screening and assessment services in keeping with BreastScreen SA policies, clinical guidelines and practices
- > information about the limitations and risks associated with breast screening and assessment services

- > refuse the presence of people not directly involved in your care, for example health workers, students, researchers or family members (including partners)
- > refuse to have examinations or tests at any time - if you refuse, you will be given details of the likely outcomes of your decision
- > stop screening and assessment services at any time

Note: If you choose to do this, you may need to sign a form that releases BreastScreen SA from any further responsibility for your breast health care. You may refuse care from a particular health care worker at any time, however, your request to see another worker may not be possible at the same clinic or mobile unit

- > have your personal health information treated confidentially – information about your health care will only be seen and discussed by authorised staff
- > have your records and personal information dealt with appropriately in keeping with the *SA Health Code of Fair Information Practice* (June 2006)
- > access copies of your personal records under the *Freedom of Information Act 1991*. To discuss an application and required fees and charges, contact the Freedom of Information Officer on 8222 9084, and advise you are a client of BreastScreen SA (see additional information following).

Your responsibilities

While you have rights, you also have responsibilities that can help to improve your BreastScreen SA experience. As a client of BreastScreen SA, you have a responsibility to:

- > show consideration to staff by politely informing them of your needs
- > behave in a considerate manner towards staff and other people. Acts of violence, swearing, threats or verbal abuse towards other clients or staff members are not acceptable
- > keep appointments by being on time and phoning BreastScreen SA on 13 20 50 if you are unable to attend
- > provide necessary personal health information – inform your radiographer and clinical staff of all relevant medical history, including any current breast problems, disabilities, and any allergies you have, or medication you are taking
- > tell us if you have religious and/or cultural beliefs that may affect your care
- > tell us if you have had a private mammogram within the last 12 months
- > tell us if you are unhappy with your care or treatment – you are welcome to have a family member or friend help you
- > ask for information – if you do not understand what the BreastScreen SA staff member has told you, ask them to explain it more clearly. Tell them how you are feeling about your screening mammogram or assessment service.

Compliments and complaints

Your suggestions about how we can provide a better service are very welcome and are taken seriously.

If you are unhappy with any part of your breast screening or assessment service, you should discuss this with a member of staff so you can have the concern dealt with properly and promptly.

If you feel this does not resolve the problem satisfactorily, you can contact the Manager, Promotions and Education, on 8274 7100.

Your opinion and feedback is important.

If you would like to complete a client satisfaction survey, please ask the staff for a copy, and for assistance to complete it if you have a disability or special needs.

Code of conduct for BreastScreen SA staff

All BreastScreen SA staff are bound by *The Code of Conduct for South Australian Public Sector Employees* (March 2009), which comprises three underpinning principles:

- > integrity
- > respect
- > accountability.

For a copy of this document, please ask BreastScreen SA staff, or you can access the information on line by following these steps:

1. visit our website at
www.breastscreen.sa.gov.au
2. click the 'Other sites' link, located at the top-right of the page
3. click 'The Code of Conduct for South Australian Public Sector Employees' link.

Contacts

BreastScreen SA

State Coordination Unit

1 Goodwood Road, Wayville SA 5034

For information and appointments

phone 13 20 50

For business services phone 8274 7100

Fax: 8373 4395

Website: www.breastscreen.sa.gov.au

Email: BSSAenquiries@health.sa.gov.au

The Health and Community Services Complaints Commissioner (HCSCC)

HCSCC helps people (service users, carers and service providers) resolve complaints about health and community services when a direct approach to the service provider is either unreasonable or has not succeeded.

HCSCC operates a telephone enquiry service from Monday to Thursday, 10am to 4pm.

Phone: 8226 8666 or 1800 232 007

(toll free in SA)

Website: www.hcsc.sa.gov.au

Freedom of Information (FOI)

For information and/or an application form, ask BreastScreen SA staff or contact the Freedom of Information Officer on 8222 9084, and advise you are a client of BreastScreen SA.

You can access a copy of the *Freedom of Information Act 1991* online by following these steps:

1. visit our website at
www.breastscreen.sa.gov.au
2. click the 'Other sites' link, located at the top-right of the page
3. click the 'Freedom of Information Act 1991' link.

For more information

**Central Northern Adelaide
Health Service
BreastScreen SA
1 Goodwood Road, Wayville SA 5034
Phone: 8274 7100
Fax: 8373 4395
Email: BSSAenquiries@health.sa.gov.au
Website: www.breastscreen.sa.gov.au**

Non-English speaking: for information in languages other than English, call the Interpreting and Translating Centre on (08) 8226 1990 and ask them to call BreastScreen SA. This service is free.

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SA Health