

Client Rights

Last updated 2nd April 2026

Purpose

The purpose of this policy is to protect and respect the rights and needs of all clients.

Policy

No client is refused access to treatment on the basis of gender, race, disability, age, religion, ethnicity, beliefs or sexual preference. Provisions are implemented to ensure clients with a disability can access services.

AVA Orthopaedics identifies important / significant cultural groups within the practice. The practice strives to continue to develop strategies required to meet their needs. Respectful care is provided at all times, and care is mindful of clients' personal dignity.

Procedure

Right to Privacy

Visual and auditory privacy for clients is provided during all virtual care appointments.

Clients privacy and confidentiality is assured in relation to their:

- Consultations
- Health records
- Appointments
- Telephone calls
- Computer information

Employees do not leave client information in any format in areas of the practice or surrounds for unapproved access by the public. All employees sign a privacy agreement upon acceptance of employment, and risk immediate dismissal should a breach of this agreement occur. Information related to clients is not routinely printed. In the circumstance it is printed and no longer required it is shredded using a cross shredder or sent via a lockable bin to an off-site secure facility for shredding.

Right to Refuse Treatment

Clients have the right to refuse any treatment, advice or procedure - all details are documented in the client's file. Practitioners discuss all aspects of treatment and will offer alternatives should a client seek another opinion.

If the treatment refused is of a serious nature, the client will be required to sign a waiver that details the treatment. The client will receive a copy of the waiver.

Right to Complain

AVA Orthopaedics acknowledges a client's right to complain. Mechanisms are provided to ensure that this feedback, in addition to positive comments and suggestions, is freely received and implemented where possible.

Feedback can be provided anonymously via this [form](#).

Right to be Financially Informed

Clients are provided with sufficient information about the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments to enable clients to make informed decisions about their health.

Practitioners may request clients sign a treatment consent statement, the statement would detail treatment type, contraindications and cost.

Right to Culturally Appropriate Care

The practice has identified the main cultural groups in the practice and strives to provide culturally appropriate written and verbal health information.

Culturally appropriate care can include:

- Request by client for a gender-specific practitioner
- Role of family
- Cultural beliefs that impact on health / nutrition
- Practitioners will not give treatments that are illegal in the country in which they are practicing

Right to Clear Communication

Clients who do not speak or read the practice's country of origin language, or who are more proficient in another language, or who have special communication needs are offered the choice of using the assistance of a language service to communicate with the practitioner or employees.

AVA Orthopaedics employees are aware of how to access and use services or technology to achieve effective communication with clients.

Clients are able to arrange a translator to be on the call with AVA Orthopaedics practitioners. This is at the client's cost. The practitioner will ensure the client agrees to the translator being present during the appointment.