

**What you, or
someone you
care for, can
expect when
accessing
programs and
services at
Diabetes WA**

About us

Diabetes WA has a long and proud history of supporting the WA diabetes community for more than 60 years.

We continue to inform, educate, support and advocate on behalf of the thousands of West Australians who live with this chronic condition.

Contact information



Location

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Scan QR code

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diabeteswa.com.au

diabetesWA
by your side



**Your
healthcare
rights**

We are committed to offering you a quality, responsive and friendly service at every opportunity.

Your rights

1. Access

You have the right to access programs and services that meet your needs.

2. Safety

You can expect to receive health services from appropriately qualified and experienced health professionals. You will be provided with a safe environment where how you feel matters.

3. Respect

You will be treated as an individual, with dignity and respect. Your culture, identity, beliefs and choices will be recognised and respected.

4. Partnership

We welcome you to ask questions and be involved in open and honest communication about your healthcare. We encourage you to take an active role in planning and decision making.



5. Information

We believe that you, and the ones you care for, have a right to be empowered to understand your health condition. Our services will be delivered by people with the appropriate quality-assessed skills and experience. We will assist you to explore your health information so that you can set personal goals to achieve your desired outcomes.

6. Privacy

We will respect your personal privacy while keeping all information regarding you and your health secure and confidential. We abide by Australian privacy laws when storing your information.

7. Give feedback

You have a right to provide feedback, both positive and negative, with no consequence to your treatment. We will address any concerns in a transparent and timely way, and we welcome you to share your experiences and participate to improve the quality of care and services provided by Diabetes WA.

Your responsibilities

To help us provide the best possible care, please

Show respect

Act respectfully and safely towards other people availing of our services and accessing programs, and towards our staff and volunteers.

Respect the confidentiality of others.

Communicate and engage

Share with us the correct and most up-to-date information about you and your health so that we can provide you with the support you need.

Let us know if things change or if you cannot make an appointment or commitment.

Tell us what you think about our programs and services.

