Duty of Candour

After receiving an injury from the health service, you are entitled to:

1. An apology from the service.
2. An explanation of the incident.
3. An account of the service's response to the incident.
4. Steps taken to prevent a recurrence.

If you believe you have been injured, or if the service fails to conduct an investigation, you may contact the service or seek independent help.

For more information, visit www.safercare.vic.gov.au/duty-of-candour-resources-for-patients-families-and-their-carers