

Your Rights and Responsibilities



This document summarises what you can expect from Holyoake when you use our services. A full Statement of Consumer Rights and Responsibilities will be discussed and provided to you during your initial appointment for agreement. Consumers of mental health services may also request a full copy of the Mental Health Statement of Rights and Responsibilities.

What you can expect from us

Information and Choice - You have a right to:

- Be given unbiased information and the opportunity to ask questions to make an informed choice on whether to engage in the service
- Be offered an interpreter if you have any communication barriers because of culture, language, or disability
- Be informed of Holyoake's policy on alcohol and/or other drug use while engaged in the service
- Exit the service and/or program and withdraw consent at any time.

Competent Care - You have a right to:

- Be treated with dignity and respect in a non-judgemental and non-discriminatory manner
- Receive safe, high-quality services informed by evidence-based practice principles that meet quality standards and your needs
- Seek other opinions.

Privacy and Confidentiality - You have a right to:

- Confidentiality and Privacy, unless otherwise stated in Holyoake's Confidentiality Policy
- Access your personal records in accordance with Holyoake's Privacy Policy
- Your personal records being well maintained and securely stored.

Participation - You have a right to:

- Be involved in planning and decisions about your service
- Include people of your choosing to be involved in your service and to assist you with decision-making
- Provide feedback and make complaints without experiencing adverse consequence and have your concerns addressed in a transparent and timely way
- Be informed about how to participate in improving the quality of services Holyoake provides
- Be informed if something went wrong during your service, how it happened, how it might affect you and what is being done to make your service safe.

What we expect from you

Respect

To treat staff and other consumers with care, consideration, and dignity.

Information

Answer questions as accurately as possible and inform staff of relevant health and alcohol and/or other drug use to enable the best care possible.

Partnership

- Participate in your service which includes asking question to fully understand the process.
- Keep appointments or advise if you are unable to do so.
- Notify staff of your intentions to follow the recovery plan and if you experience any barriers.

Safety

To not deal, possess or be affected by alcohol and/or other drugs while attending your service.

Privacy

We expect that you will respect the privacy of others you encounter during your service.

Do you have any questions?

If you have any questions about the information in this document, please speak to the member of staff who is providing your service or ask to talk to the staff member in charge.

If you need to access this information in an alternative format, please contact your nearest Holyoake office.

