

YOUR RESPONSIBILITIES

Cooperation

It assists us to provide quality care when we work in an environment of cooperation and openness, and we encourage you to participate as much as possible in the planning and delivery of your treatment and care.

Please accept our invitation to contribute and ask questions if there is anything that you don't understand or would like to know more about.

Behaviour

It helps us to protect your privacy and security and that of others, when you are considerate of other consumers, staff and visitors to the Mental Health Service.

We also request that you to respect the property belonging to others and the Mental Health Service.

Personal Information

It will assist your treatment if you give us accurate information on past and present illnesses, hospitalisations, medications and other information relating to your personal circumstances and health.

Please let staff know of any significant changes that occur while you are under our care.

Alcohol, Cigarettes and Drug Use

Alcohol, smoking and drug use can affect treatment. Please conform to the Wodonga Regional Health Service policy of no illicit drug use or alcohol abuse, and no smoking in non smoking areas.

Appointments

Please try to keep appointments, or inform staff in advance if you would like an appointment to be changed.

WE VALUE YOUR COMMENTS ABOUT OUR SERVICE

If you have a comment, complaint or just wish to give us some feedback about the care or service provided, we encourage you to raise this immediately either by talking to us or in writing.

It is your right to complain if you are not happy with the service that is being provided. A complaint form is available in the waiting room or from the Receptionist.

If you have a problem or issue you can contact:

- ◇ your case manager
- ◇ Clinical Coordinator or Service Manager

If your complaint is unable to be resolved at service level it will be referred to the Executive Director Mental Health Services.

Our Adult Mental Health Service Consumer Consultant is interested in hearing about your experiences and suggestions for improvement. This can happen through individual contact or a group meeting. You can contact the Consumer Consultant on (02) 6049 1500.

If you believe that we have not adequately addressed your concerns you may contact the:

Patient Advocate
Wodonga Regional Health Service
PO Box 156
Wodonga 3689
or ...
Health Services Commissioner
Level 30, 570 Bourke Street
Melbourne 3000

For involuntary patients under the Mental Health Act, specific rights and responsibility provisions apply. Further information will be provided to you by staff.

MENTAL HEALTH SERVICE

Your rights
and
responsibilities

The Wodonga Regional Health Service - Mental Health Service is funded by the Department of Human Services and incorporates:

Adult Community Mental Health Service
107 Hume Street Wodonga VIC 3690 Tel. (02) 6049 1500

Benambra Rehabilitation Service
11 Wilson Street Wodonga VIC 3690 Tel. (02) 6056 5803

NECAMHS - North East Child & Adolescent Mental Health Service
155 High Street and 23 Dixon Street
Wodonga VIC 3690 Wangaratta VIC 3676
Tel. (02) 6024 7711 Tel. (03) 5722 4837

The Wodonga Regional Health Service is committed to providing quality services. As an adult, child or adolescent consumer, a carer or guardian, you have rights and responsibilities. This brochure describes your rights and will help you to understand what you can expect from the Mental Health Service and its staff. It also outlines what responsibilities you have when you are receiving care at any facility within our service.

If you would like more information or would like to clarify any of the points in this brochure, please ask a staff member for assistance.

YOUR RIGHTS

Access

You have the right to receive mental health care without unfair or unlawful discrimination.

You have the right to make contact with our services and to have your concerns and needs acknowledged and responded to in a timely manner.

Quality Care

You have the right to receive quality mental health care from appropriately qualified and experienced staff.

It is your right to receive continuity of care.

You have the right to receive a team approach to care that recognises your dignity and privacy, whilst aiming to provide the best possible treatment and care.

Information

You have the right to receive a clear explanation about your condition or problem, or that of your child. This includes being provided with written information, having information clarified and having your questions answered.

It is your right to receive and discuss information about treatment options and choices, including advantages, disadvantages, risks, benefits and alternatives to these treatments.

You have the right to request and be provided with an interpreter.

You have the right to receive information about the range of services that could assist you, such as rehabilitation and other support services.

Safety

It is your right to expect a safe and secure environment, including physical and emotional support.

Privacy and Confidentiality

You have the right to be treated with courtesy, dignity and respect and to have your privacy respected.

You have the right to confidentiality in relation to your personal details and health care, and information will not be shared with others without your permission, unless required or allowed by law.

You have the right to expect that only information that is reasonably required for ongoing care will be shared with family members, carers or other service providers so that they can understand what is happening and can help in the best possible way.

You have the right to be informed of situations where information about you needs to be shared with others.

Consent for Treatment – Voluntary Patient

You have the right to give consent before any treatment begins, except in emergency situations where there is a duty of care and consent is not possible.

You have the right to refuse the care or treatment options offered to you by staff, after being fully informed of the consequences of that decision.

You have the right to continue to receive appropriate care, even if you make the decision to refuse recommended treatment.

Consent for Treatment – Involuntary Patient

If you are an involuntary patient or are under a Community Treatment Order you have specific rights that must be explained to you by staff and provided to you and/or your carer in writing.

Second Opinion

You have the right to request a second opinion about your mental health condition or that of your dependent.

Decision Making

It is your right to be given opportunities to participate in decisions about your treatment and care and to have your own views about your needs recorded in your Individual Service Plan (ISP).

Support Person

You have the right to have a friend or advocate to support you at any time during your contact with the Mental Health Service.

Research and Training

You have the right to consent before participating in a student training program.

It is your right to refuse or give consent for participation in any research activity.