

CLIENT RIGHTS & RESPONSIBILITIES

Client Rights

Individuals who use Saints Care Ltd services or participate in programs and activities provided by Saints Care have the following rights:

- The right to quality and respectful care regardless of gender, race, social status or sexual preference, taking into account such things as cultural background, health status or special needs.
- The right to confidentiality, including anonymity and considerate care that respects privacy and dignity in a safe non-threatening environment.
- The right to adequate information regarding all aspects of services provided or treatment available, in order to make informed choices regarding their service. The information should be easily understood and in an accessible format.
- The right to consent to, or to refuse care/service
- The right to decide who will be present at a session with the service e.g., advocate, interpreter or other nominated person.
- The right to request transfer to another staff member
- The right to participate in decision making about their service, in line with a mutually agreed action plan.
- The right to make a complaint about the service or treatment received from Saints Care and expect that this complaint will be investigated appropriately and in confidence. Clients will not be disadvantaged in receiving continuing service by making a complaint.
- The right to read their personal records in accordance with the Australian Privacy Principles Privacy and Confidentiality Procedure.
- When it is not possible for clients to make their own decisions, the right to have assisted decision making in line with their expressed wishes if known, and if not, with their best interests as paramount.

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Client Responsibilities

Saints Care believes that clients have responsibility for their own care and wellbeing as far as this is possible. Saints Care promotes a mutually acceptable partnership between clients and Saints Care can be ensured if clients are aware of their responsibilities as follows:

- To show consideration and respect and behave in a manner which does not cause undue disruption to staff and other users of Saints Care services.
- To maintain confidentiality regarding information about other clients or participants in groups or programs conducted by Saints Care.
- To provide complete and accurate information to Saints Care in order to receive the best service. Clients are encouraged to ask questions, discuss service provision and if in doubt request a second opinion.
- To keep appointments or give notice as early as possible if unable to attend.
- To follow action/case plans which have been chosen in consultation with the service provider.



YOUTH RESOLUTIONS

Contact the team for more
information Ph: 1300 889 855 |
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SaintsCare
Bringing hope, peace and justice