

Your Rights and Responsibilities

Mental Health Line
1800 011 511

Free & confidential service provided 24/7

Canterbury Community Health Centre

Canterbury Hospital
Thorncraft Parade
Campsie NSW 2194
Phone 02 9787 0600

Croydon Community Health Centre

24 Liverpool Road
Croydon NSW 2132
Phone 02 9378 1100

Camperdown Community Health Centre

King George V Building
67-79 Missenden Road
Camperdown NSW 2050
Phone 02 9515 9000

Marrickville Community Health Centre

155 Livingstone Road
Marrickville NSW 2204
Phone 02 9562 0500

Redfern Community Health Centre

103-105 Redfern Street
Redfern NSW 2016
Phone 02 9395 0444

The Mental Health Care System

You have rights in relation to your healthcare. This information brochure will help you understand your rights.

As a consumer of mental health services in SLHD, you have the right to:

- * Be treated with respect, dignity and consideration.
- * Access high quality, timely, recovery oriented care in the least restrictive environment.
- * Receive services in a safe environment
- * Participate fully in your care and have your wishes taken into account.
- * Have your lived experience respected.
- * Be provided with information on what health care services are available, and who provides them.
- * Choose not to be involved in any clinical training program, research or experiment.
- * Ask questions about your mental health and treatment
- * Be provided with information that includes treatment options, alternatives, risks and side effects.
- * To request a second opinion about your diagnosis and care.
- * Receive care which is appropriate to your age, gender, religion, health status, sexual orientation, language and cultural background.
- * Be involved in the decision-making about your treatment, care and discharge planning, including referral to support services.
- * Access services that support you to live, work and participate in the community to the full extent of your capabilities.
- * Refuse treatment unless you are required to receive treatment against your will for a period of time under specific provisions of the NSW Mental Health Act 2007.
- * Request the assistance of trained interpreters.
- * Request access to your health care record.
- * Participate in the development of mental health policy and provide a perspective on mental health consumer interests.

Mental Health Advocacy Service

The Mental Health Advocacy Service is a specialist service of Legal Aid NSW. This service can provide free independent legal information, advice and assistance about mental health law. This might include things like advice about your finances, community treatment orders, or guardianship. The Mental Health Advocacy Service can be contacted on 9745 4277.

Personal Information and privacy

We are committed to safeguarding the privacy of your personal information and your confidentiality in accordance with privacy law. More information can be found in the Privacy Leaflet for Patients or at www.health.nsw.gov.au.

Your right to comment on your healthcare

We are interested in feedback about your experience of our services, whether its good or bad. Making a complaint will not affect your right to a quality service and will help us improve the care we provide. These are the options:

Option 1: Raise your concerns with the worker involved in your treatment or a senior member of staff. They may be able to resolve your issues immediately or they can refer the issue to the relevant person to address your concerns.

Option 2: Contact or write to the Patient Liaison Officer, Mental Health Services (PLO MHS). The PLO MHS will ensure that your concerns are followed up and that you are provided with feedback. Please call 9767 8900 and ask for the Patient Liaison Officer.

Option 3: You can put your concern in writing to the Clinical Director, Mental Health Services, Mental Health Administration at Concord Centre for Mental Health

If you are not satisfied with the outcome of your complaint, you can contact the NSW Health Care Complaints Commission (HCCC) on 1800 043 159. The HCCC has brochures with advice on resolving your concerns.

You can also provide feedback by completing the Your Experience of Service (YES) survey. This survey is confidential. Feedback from the YES survey is used to help improve the services we provide.

Your supports

You have the right to have your carer, family or friend involved in your care. You are encouraged to nominate the person you would like to be your 'designated carer', or exclude any person who you don't want to receive information about your care and treatment, subject to some conditions. If you are being treated under the Mental Health Act, your 'designated carer' has the right to receive information about your care and treatment.

Your Responsibilities

With some exceptions, people are responsible for their own actions. Your responsibilities include:

1. Treating other consumers and staff with respect at all times.
2. Being considerate of the property of other people and of the health facility.
3. Ensuring the information you provide about your past or present treatment is accurate, to the best of your ability.
4. Asking someone if you have not understood anything you have been told.
5. Notifying the worker if you are not able to keep an appointment.

Further information

Mental health statement of rights and responsibilities 2012, Government of Australia, Canberra.

The mental health rights manual: An online guide to the legal and human rights of people navigating the mental health and human service systems in NSW (4th Edition) 2015.

