



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 9787 0600

Croydon Community Health Centre

24 Liverpool Road
Croydon NSW 2132
Phone 9378 1100

Camperdown Community Health Centre

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

Marrickville Community Health Centre

155 Livingstone Road
Marrickville NSW 2204
Phone 9562 0500

Redfern Community Health Centre

103-105 Redfern Street
Redfern NSW 2016
Phone 9395 0444

You have rights when you are receiving health care in any service in Australia. These rights are described in the Australian Charter of Healthcare Rights, and include the right to:

Access - services that meet your health care needs

Safety - receive safe and high quality health services, in an environment that feels safe.

Respect - be treated as an individual, with dignity, and have your culture, beliefs, values and personal characteristics respected

Partnership & Participation - ask questions and have open and honest communication. Include the people I want in my care planning and decision making.

Information - receive information about my condition, treatment, and services available in a way I can understand, request access to my healthcare record, and be informed if something goes wrong.

Privacy - have my privacy respected and information about me kept confidential and secure.

Feedback - comment on or complain about care, and have my feedback dealt with properly and promptly without it affecting the way I am treated.

Rights in relation to Mental Health Care

You have specific rights under the Mental Health Act related to voluntary and involuntary treatment, and the involvement of your family and kinship groups in your care.

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

- ⇒ Access high quality, timely, recovery oriented care in the least restrictive environment.
- ⇒ Participate fully in your care and have your wishes taken into account.
- ⇒ Have your lived experience respected.
- ⇒ 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, 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.
- ⇒ Participate in the development of mental health policy and provide a perspective on mental health consumer interests.

Your right to comment on your healthcare

We value your feedback about your experience of our services. 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.

Option 2: Contact or write to the Patient and Family Experience Officer, Mental Health Services, who will ensure that your concerns are followed up and that you are provided with feedback. Please call 9767 8900 and ask for the Patient and Family Experience 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) or the Carer Experience Survey (CES). These surveys are confidential. Feedback is used to help improve the services we provide.

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. 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 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.

Your Responsibilities

With some exceptions, people are responsible for their own actions. Your responsibilities include treating others with respect, being honest and open about your past or present care, asking if you don't understand something, and letting us know if you are unable to keep an appointment.

Further information

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 (mhrm.mhcc.org.au)

