

STATEMENT OF CLIENTS' RIGHTS & RESPONSIBILITIES

CP-01-MH



As a client of Arche Health, you have the right to:

- Be always treated with respect and dignity, in relation to all the differences, beliefs and practices.
- Confidentiality of all your records.
- Have your personal privacy respected.
- The right to timely and high-quality service.
- Ask questions and be fully informed about any treatment you are offered.
- Decide who is present during your appointment; for example, your parent or carer, if clinically required.
- Request to continue treatment with a different professional.
- Agree to refuse to participate in health professional training and educational or research programs.
- Make a complaint or provide feedback and comments about the service to have the matter dealt with fairly and promptly, without affecting the right to receive further treatment.
- Seek independent assistance to complete a complaint or to provide feedback and comments about services provided.
- Request a copy of your records under the Privacy Act and Freedom of Information Act (this right may be restricted, please refer to our Privacy and Confidentiality Policy).

As a client of Arche Health, you have the responsibility to:

- Be respectful of our facilities, staff, and other clients.
- Provide accurate information about yourself in order to receive the best care.
- Be engaged and participate in your appointments to maximise the benefits of the service.
- Attend appointments in a fit state (not under the influence of drugs or alcohol).
- Maintain confidentiality about other clients in group workshops conducted by.
- Keep appointments or advise our staff if you have a need to cancel your appointment.