



# Consumer Rights Policy

<b>APPROVED BY:</b> RW Executive	<b>REVIEW DATE:</b> March 2017
<b>APPROVAL DATE:</b> May 2016	<b>VERSION NUMBER:</b> 5
<b>FILE NUMBER:</b> POL01513	

**THIS POLICY APPLIES TO:** RW Employees, Volunteers, Students and Consumers



## 1. Title

This policy will be known as the Consumer Rights Policy.

## 2. Purpose

The purpose of this policy is to ensure that the rights of all the agency consumers are respected and upheld.

## 3. Introduction

RW is committed to ensuring that the rights of all of its consumers are respected and upheld.

## 4. Policy

All Staff of RW are to comply with relevant legislation, regulations and instruments protecting the rights of people affected by mental ill health.

Staff will provide all consumers with a written and/or verbal statement of their rights on entry to the service, presented in a way that is understandable to the consumer.

The consumer has the right to nominate other people and services that they do or do not want involved in their care.

Richmond Wellbeing acknowledges the following resident's rights and responsibilities:

### **Residents' Rights:**

- To be encouraged, respected, given hope and spoken to honestly, so that you can take charge of your recovery;
- To be treated and accepted as an individual, no matter what your status, religious beliefs, culture, gender, sexuality or disability may be;
- To be able to live without discrimination or victimization and treated with respect;
- To be empowered by staff who will strive to provide the tools and freedom needed for personal growth and development;
- To always be kept informed and involved in relation to your Recovery Action Plan;
- To be encouraged to provide others and the program feedback and advice, based on your experience as a consumer of mental health services;

- 
- The ability to choose which family members and friends you do and do not want involved in your Recovery program;
  - To privacy. Staff won't disclose any details about you without first asking your permission and only when this is necessary to help you in your program;
  - To withdraw your consent for the sharing of information with others, as identified by the Consent/Shared Information Form.
  - Access to view your personal file/records whenever you want; and
  - To lodge a complaint if you are unhappy with RW services or have been unable to resolve issues to your satisfaction with your worker.

#### **Residents' Responsibilities:**

- To respect the rights and needs of the service community as a whole;
- To recognise that you can change your own life and yourself;
- To respect the right of staff to work in an environment that is free from harassment;
- To communicate courteously with your fellow housemates and staff;
- To respect fellow residents' privacy, their personal space and property;
- To accept that everyone (including you) is different and unique;
- To share your time, talents and resources with others;
- To be willing to work collaboratively to maintain good standards towards personal and food hygiene; and
- To provide feedback to staff regarding the progress of your recovery.

## **5. Procedure**

- All consumers should have access to the Consumer Rights Policy.
- All staff should have read the Consumer Rights Policy, and a staff copy is kept at each site.
- Information on Consumer Rights contained in the Consumer Handbook is distributed to all consumers on entry to the service

## **6. Breach of Policy**

Where a consumer believes their rights may have been breached, or a staff member becomes aware of a potential breach of the consumer's rights, consumers should be encouraged to raise these issues using the Consumer Complaints and Disputes Policy.

**Associated RW Policies to this Policy:**

Consumer Complaints and Disputes Policy

**Policy Context: This Policy Relates to**

<p><b>Applicable Standards or other external obligations</b></p>	<p>National Mental Health Standards 2010</p> <p>MH NGO Standard 1.1 Rights and Responsibilities (Consumer Statement of Rights and Responsibilities)</p> <p>MH NGO Standard 1.2 Rights and Responsibilities (Awareness of Consumer Rights)</p> <p>UN Principles on the Protection of People with a Mental Illness and Improvement in Mental Health Care</p> <p>Australian Health Ministers' Mental Health Statement on Rights and Responsibilities</p> <p>Disability Services Standards (1993)</p> <p>QIC Health and Community Services Standards</p> <p>National Mental Health Plan</p>
<p><b>Applicable Legislation or other requirements</b></p>	<p>Mental Health Act (2014)</p> <p>Disability Services Act (1993)</p>
<p><b>Applicable Contractual Obligation</b></p>	

**Review by Consumer Family Reference Group**

POLICY VERSION	APPROVED / REVIEWED	COMMENTS

POLICY VERSION	APPROVED / REVIEWED	COMMENTS
Version 1	7 February 2008	
Version 2	31 May 2010	
Version 3	June 2013	
Version 4	November 2013	Slight addition to policy to include withdrawal of consent
Version 5	May 2016	