

Your Rights and Your Role

What you can expect from GPH, and what GPH asks from you in return.



What you can expect from GPH:

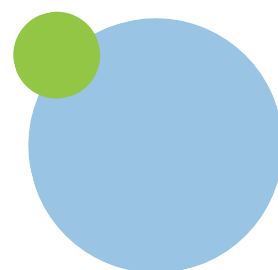
- To feel safe and respected.
- To have your cultural, religious and social needs valued and treated with respect.
- To receive a service that is high quality and professional.
- To have your privacy protected, unless we are worried about someone's safety.
- To be involved in the decisions about you.
- To get help to change to another service if you need to.
- To have us listen to any feedback about our service that you want to share.
- To have a choice about students during your session- it won't change how you are treated.
- To let you see the information we have kept on you.
- To ask questions if you don't understand.

If you are a Carer, you also have the right to:

- Be provided with information and support to help you in your role as a carer.
- Receive support for your own difficulties that may arise when providing care or support.
- Seek other opinions regarding the assessment, treatment and support of the person you care for.
- Place limits on your availability to the person for whom you're caring for.
- Provide information concerning family relationships and any other matters relating to the individual.

GPH takes your rights seriously. We make sure our staff are trained to safely manage your information and respect your privacy.

We make sure your feedback is reported and dealt with as quickly as possible, we will keep you up to date with progress. We expect our staff to respond to your concerns.



What we ask of you

- To treat our staff and property with respect.
- To support and uphold GPH's zero tolerance policy to threats of, or actual, physical violence or verbal abuse to our staff, volunteers, consumers and their families and carers.
- To give us details about your health- this helps us give you the best care.
- To keep your appointments. If you need to cancel please allow 24hrs notice.
- Lead us and work with us in all aspects of your care and work towards the goals you have set.

If you are a Carer, we also ask that you:

- If you are a Carer, we also ask that you:
- Support the wellbeing and treatment of the person you care for, that is in line with their best interests.
- Consider the opinions of professionals and other staff.
- Co-operate with reasonable programs of treatment and support aimed at supporting recovery.
- Share with GPH any legal details regarding guardianship arrangements or parenting orders.



If you have any questions about this handout, or you feel your rights are not being met, please talk to your health worker.

We welcome your feedback to help us make the service better. Visit gph.org.au or email feedback@gph.org.au

If you would prefer to raise concerns with an independent body, you have the right to lodge a formal complaint with NSW Health Care Complaints - hccc.nsw.gov.au or ACT Human Rights Commission - hrc.act.gov.au/health

Grand Pacific Health is a not-for-profit, primary health care organisation, whose services focus on physical health, mental health, youth health, Aboriginal health & chronic disease management.

Grand Pacific Health's vision is for equitable health care - where access to affordable, quality and culturally appropriate health services does not depend on where you live, or your background.

GPH covers a large area of NSW and the ACT, with organisations including:

medicare

**Mental Health
Centres**



headspace