



# Consumer Rights & Responsibilities

## Category: Consumer and Community Policy

---

### POLICY

BCH will ensure that it will meet the conditions of all legislation pertaining to client rights and responsibilities.

BCH will ensure that all new clients are informed of their rights when attending any of the organisation's service venues and that they are provided with a copy of the [BCH Consumer Information Rights & Responsibilities](#) pamphlet. This information will also be displayed by way of pamphlets and notices at all BCH sites.

BCH recognises the following rights and responsibilities of consumers of its services:

#### Consumer Rights

- The Ballarat Community Health aims to uphold the rights of consumers to informed decision-making in relation to their care.
- The client has the right to freedom of expression and confidentiality.
- The client has the right to quality and respectful care, which recognises their dignity and personal beliefs.
- The client has the right of access to their file/record under Freedom of Information legislation and the Privacy Act, except where information is prohibited by law, from disclosure.
- The client has the right to make their own choice in relation to any advice, information, or options given to them, and to decline these if they choose to do so.
- You have the right to privacy and dignity, and to confidentiality of personal information within any of the Organisation's service venues, except where personal safety and the safety of others are at risk or there is a legal requirement.
- You have the right to voice any opinion or comment about BCH services in a respectful manner.
- You have the right to an independent advocate.
- You have the right to receive information concerning other services that may assist you.
- You have the right to fair investigation of any complaint.
- You have the right to be a member of Community Health and to attend any community consultations that BCH may conduct.
- You have the right to an interpreter.

#### Consumer Responsibilities

- To provide information that enables the health care worker to provide adequate care and advice.
- To actively seek health care information.
- To work towards meeting any agreement/plan that has been chosen in partnership with a health care worker.
- To respect the right of the health care worker to conduct an interview with the client/support person in a non-threatening manner.
- To acknowledge responsibility for the consequences of your decisions to accept or reject advice.
  
- To recognise that the choices relating to their lifestyle affect your health.
- To keep appointments, or notify if unable to attend prior to the agreed appointment time.
- To not attend appointments under the influence of alcohol or other substances.



# Consumer Rights & Responsibilities

## Category: Consumer and Community Policy

- To document any complaint about a health care worker, or service and address it to the Chief Executive Officer.
- To accept that health care workers are bound by law to keep accurate written records of interviews and to report suspected cases of child abuse to the Child Protection Authority or Child First programs in the case of concerns for children's well being.
- To act in a respectful manner towards staff and other clients who attend the organisation.

### RATIONALE

BCH is committed to ensuring that consumers and potential consumers are aware of their rights and responsibilities as service users of any BCH program or service. This policy specifies / outlines those rights and responsibilities.

### SCOPE

This policy is applicable to all registered clients of any BCH program or service.

### RESPONSIBILITIES

All BCH employees have a duty to ensure that these rights and responsibilities are met or adhered to. It is the responsibility of the CEO to ensure that this policy is reviewed appropriately.

### ASSOCIATED DOCUMENTS

- [BCH pamphlet, 'Consumer Information Rights & Responsibilities'](#)
- [BCH Complaints & Compliments Policy](#)

### POLICY HISTORY

Adapted From	BCH Policy Manual
Distribution:	All Staff
Authorised by:	Chief Executive Officer
Policy Legislative Base	National Mental Health Policy; Freedom of Information Act; Equal Opportunity 1995; Disability Discrimination Act 1992; Health Records Act 2001, Children Youth & Families act 2005
Related Policies	
First Approved Date	10/01/2005
Review History:	08/06/07
Review Frequency:	Triennial
Next Review Due	2010
Responsibility for Review:	Counselling Team Leader