

## CHARTER OF CONSUMER RIGHTS AND RESPONSIBILITIES

<b>Your Rights</b>	<b>Your Responsibilities</b>
<p><b>Access &amp; Communication:</b></p> <ul style="list-style-type: none"><li>• To be informed of the St Bart's services available and how we operate.</li><li>• To access services that support your needs and recovery including community services.</li><li>• To be given information you understand.</li></ul> <p><b>Safety and Security:</b></p> <ul style="list-style-type: none"><li>• To a safe and secure environment.</li><li>• To receive information about your care or support plan.</li><li>• To access Advocacy - someone to help you speak out, express your views and ensure your rights are being met.</li></ul> <p><b>Respect, Privacy and Confidentiality:</b></p> <ul style="list-style-type: none"><li>• To be treated with respect and dignity and accepted as an individual.</li><li>• To have your privacy protected.</li><li>• To be given choices about your care or support.</li><li>• To provide feedback about any aspect of services at St Bart's and have these acknowledged.</li><li>• To be supported to continue your cultural or spiritual practices &amp; maintain social and personal relationships.</li></ul>	<p><b>You have a responsibility to:</b></p> <ul style="list-style-type: none"><li>• Be respectful towards all others working or accessing services at St Bart's sites.</li><li>• Being considerate of the property of others and of St Bart's.</li><li>• Ensuring information you provide about yourself is accurate, to the best of your ability and knowledge.</li><li>• Participate as far as possible in your support or recovery process.</li><li>• Ask someone if you have not understood anything you have been told.</li><li>• Comply with St Bart's management requests in relation to safety and quality systems or processes, including Work Health and Safety instructions or other legislative requirements.</li></ul>

This Charter aims to ensure that the rights of consumers receiving services at St Bart's are met, and that responsibilities are communicated in accordance with the Mental Health Act 2014 & St Bart's Values.

References: National Standards for Mental Health Services,  
Disability Discrimination Act 2008, Department of Health WA

**For more information please contact your coordinator.**

