

## Consumer Rights & Responsibilities Policy

A consumer is anyone who accesses Holyoake's services including people affected by their own or another person's drug use.

### Consumer Rights

Consumers are entitled to:

#### Quality services

- Being treated with respect, dignity, non-judgement and in a non-discriminatory manner;
- Ask about, and be informed of, the credentials of personnel providing the service or ask to be referred to a more senior person if not satisfied with the service provided;
- Ask for a second opinion (including alternate services);
- Be informed of the requirements to begin or remain on any program;
- Receive services that take into account emotional and mental wellbeing, this may involve - with permission - planning, referral and appropriate consultation with other health providers.

#### Privacy and confidentiality

- Confidentiality (unless records are subpoenaed for police or court purposes, or if there is a clear danger to either the consumer or someone else);
- Privacy as set out in our Privacy and Confidentiality Policy and access to that policy;
- Knowing that personal records are well maintained, securely stored and available for access as set out in our Privacy and Confidentiality Policy.

#### Participation

- Providing positive or negative feedback about our services, making a complaint - without experiencing any negative consequences;
- Asking about, and being informed of, any consumer participation processes that Holyoake has in place, including developing service policies and programs;
- Being offered an interpreter service for cultural, language, or disability needs;
- Appointing someone to assist in making decisions;
- Leaving the program at any time.

### Being informed

- Being involved in any service planning and decisions involving the consumer;
- Being given clear and understandable information and explanations about the service to be received, what will be involved, any advantages, disadvantages or consequences, as well as any alternatives and service options for consideration;
- Being able to ask questions about what is being consenting to and being given time to understand that information;
- Being informed of any costs and methods of payment;
- Being informed of any affiliations that Holyoake has and whether this plays any role in the service that is provided;
- Being informed of any Holyoake drug use policies (e.g. abstinence or drug free environment);
- Being informed of how to access a free child care (day) service if required whilst attending Holyoake;
- Being informed if the service provided is in any way being trialled or is related to any research;
- Being informed of any information that Holyoake may need to share with others including other services;
- Being informed of any post-service support options.

Court Diversion consumers are entitled to information on their obligations to Holyoake, the police, the Department of Justice, or the courts. This can include information about:

- Time frame for completion of the program;
- Attendance obligations;
- Consequences of non-compliance.

### Consumer Responsibilities

In order to ensure provision of quality service, consumers are responsible for:

- Treating staff with respect, consideration and dignity;
- Conducting themselves in such a way so as not to interfere with the wellbeing of other consumers or Holyoake employees and volunteers;
- Asking questions if an issue is not fully understood;
- Providing information to staff about relevant health and drug use issues as accurately as possible;
- Informing staff if unable to follow an intervention care plan;
- Attending appointments;
- Respecting the privacy of other clients when participating in group programs and keeping any information shared confidential;
- Not using, dealing, having possession of, or be affected by drugs or alcohol whilst attending a Holyoake session.