

## What we expect of you

### Respect:

We expect that you treat staff, consumers and visitors with respect and dignity. This includes:

- recognising the skills and expertise of those providing care to a consumer and considering the opinions of those professionals in respect of the treatment and care of the consumer;
- respecting the consumer's preferences and values in respect of their treatment and care

### Communication:

Please ensure you tell us everything you know that will assist us to provide treatment and care to a consumer, including any signs of mental health deterioration, information concerning family relationships, any feedback on how a consumer is feeling, any lifestyle and cultural beliefs of the consumer and anything else you think might be relevant to us in treating the consumer.

### Safety:

When visiting, we require you to treat our facilities with care and keep them clean. We expect you to follow guidelines and directions of Forensicare staff. Please do not behave aggressively or in an unsafe way.

## More information

For more information, speak with a member of your treating team or a service below:

Mental Health Complaints  
Commissioner  
T: 1800 246 054

Victorian Mental Illness  
Awareness Council (VMIAAC)  
T: 9380 3900

Mental Health Legal Centre  
T: 9629 4422

Victorian Legal Aid  
T: 9269 0234

Mental Health Tribunal  
T: 1800 242 703

Chief Psychiatrist  
T: 1300 767 299

Health Services  
Commissioner  
T: 1800 136 066

Victorian Ombudsman  
T: 9613 6222

Independent Mental  
Health Advocacy\* (IMHA )  
T: 1300 947 820

*\*Currently IMHA is only available to consumers of Thomas Embling Hospital and the Community Forensic Mental Health Service.*

## About Forensicare

Forensicare is Victoria's leading provider of forensic mental health care. We work to meet the needs of consumers with serious mental illnesses across the justice system, mental health sectors and the community.

Our services deliver a range of mental health programs targeted at patients with different needs at different stages of recovery; from early intervention and prevention, inpatient care, rehabilitation and community transition support. These services are delivered through:

- Thomas Embling Hospital, a secure mental health hospital
- Prison Mental Health Services
- Community Forensic Mental Health Service

We also work in partnership with Swinburne University of Technology through the Centre for Forensic Behavioural Science to deliver a forensic mental health research program, specialist training and ongoing professional education.

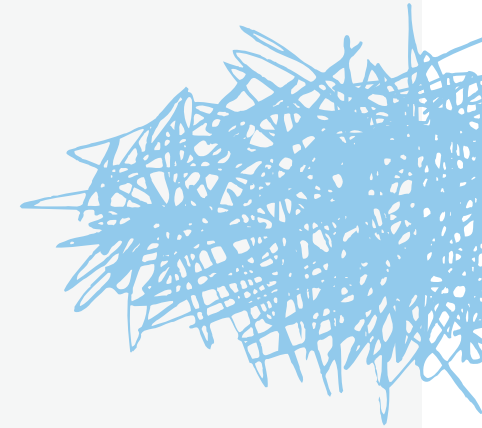


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## STATEMENT OF RIGHTS AND RESPONSIBILITIES

for Carers of Consumers receiving  
treatment at Forensicare



Forensicare

Forensicare recognises the important role carers play in the recovery and wellbeing of consumers and is committed to involving carers in the treatment and care of consumers.

This statement of carer rights and responsibilities helps Forensicare, consumers and their carers to work in partnership to bring about the best possible healthcare outcomes for consumers. It is based on the rights of carers recognised under the:

- *Carers Recognition Act 2012*
- *Victorian charter supporting people in care relationships, (which reflects and supports the Carers Recognition Act 2012)*
- *Mental Health Act 2014*, specifically in respect of the role in caring for a person with a mental illness.

## Carers Recognition Act 2012 & Mental Health Act 2014

The *Carers Recognition Act 2012* acknowledges the important role of carers and introduced the principle that, where appropriate, carers should be involved in the assessment, planning, delivery and review of services that affect them and the care relationship.

The *Mental Health Act 2014* recognises the role played by carers in mental health and includes principles that carers of people who receive mental health services should be involved in decisions about assessment, treatment and recovery, whenever this is possible. It also states that carers should have their role recognised, respected and supported.

### Who is a 'Carer'?

A 'carer' is someone who is actively supporting, assisting or providing unpaid care to a person receiving services from Forensicare (consumer). A carer may or may not live with the consumer. A carer may be a family member, friend or other person, including someone under the age of 18 years, who has a significant role in the life of the consumer. This is considered to be a 'care relationship' to people who are currently receiving mental health treatment or support at any of Forensicare's services.

## What you can expect from us

Your rights	What it means
<p><b>Communication</b> I have the right to be informed about a consumer's treatment in certain circumstances.</p>	<p>Forensicare recognises carers need information to assist them in their caring role. The <i>Mental Health Act 2014</i> requires clinicians to consult with and inform carers where actions will directly affect the carer, and the care relationship. These obligations can be made available to you on request.</p> <p>When there is no legal obligation to provide information, general information about services, mental health and other support services can be provided to you without the need for consumer consent.</p> <p>If you would like specific information about a consumer, our clinicians will discuss this with the consumer and determine what information the consumer is comfortable to share with you as their carer. Forensicare will discuss with consumers the benefits of sharing information with their carers and explore options to ensure carers have the information they need, whilst respecting the consumer's preferences. Where possible, we will try and facilitate a joint discussion involving you along with the consumer and clinician.</p>
<p><b>Respect</b> I have the right to be shown respect, dignity and consideration.</p>	<p>Forensicare respects your role as a carer and shows this through:</p> <ul style="list-style-type: none"> <li>• listening to your concerns</li> <li>• recognising the value of your role as carer, including your specific knowledge, expertise and the experience you bring</li> <li>• ensuring you have the information you need in relation to a consumer while respecting the consumer's preferences</li> <li>• supporting you in your role as a carer.</li> </ul>

<p><b>Participation</b> I have a right to be included in decisions and choices about the care of a consumer in certain circumstances.</p>	<p>Forensicare will involve you in decisions about the treatment of a consumer in certain circumstances. We will seek your views on treatment if it will directly affect the care of the consumer or the care relationship.</p>
<p><b>Comment</b> I have a right to comment on the care provided to a consumer and to have my concerns addressed.</p>	<p>Forensicare will listen to your feedback and complaints about the care of a consumer. Your concerns will be dealt with fairly, properly and promptly. You can raise an issue directly with the treating team or complete a feedback form available at reception or an online via the Forensicare website.</p> <p>Providing feedback will not jeopardise the quality of care provided to a consumer. If you don't feel we have handled a complaint appropriately, you may wish to speak to the Mental Health Complaints Commissioner. We will provide you with information and support to do so.</p>
<p><b>Privacy</b> I have a right to privacy and confidentiality of my personal information, and for the information I provide in relation to a consumer.</p>	<p>Forensicare maintains and handles your personal information in accordance with the <i>Privacy and Data Protection Act 2014</i>.</p> <p>Any information you provide in relation to a consumer will be maintained and handled in accordance with the <i>Mental Health Act 2014</i>. Consideration will also be given to maintaining the confidentiality of this communication where appropriate.</p>
<p><b>Support</b> I have a right to be supported in my role as carer.</p>	<p>Forensicare will support you to access advocacy as required, through the Tandem Carer Advocate Program. We can provide you with information on how to access the carer support fund (including applying for you to access the fund on your behalf).</p>

