

## What we expect of you

### Communication:

Please tell us everything you know about your health. This might include:

- your medical history.
- any medicines you are taking
- family and social supports
- how you are feeling
- lifestyle and cultural beliefs

### Respect:

We expect you will treat our staff, carers, visitors and other consumers with respect and dignity.

### Safety:

We expect that you will treat our facilities with care and keep them clean and safe. We expect you to follow guidelines and directions. 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

Chief Psychiatrist  
T: 1300 767 299

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

Health Services  
Commissioner  
T: 1800 136 066

Mental Health Legal Centre  
T: 9629 4422

Victorian Ombudsman  
T: 9613 6222

Victorian Legal Aid  
T: 9269 0234

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

Mental Health Tribunal  
T: 1800 242 703

*\*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.

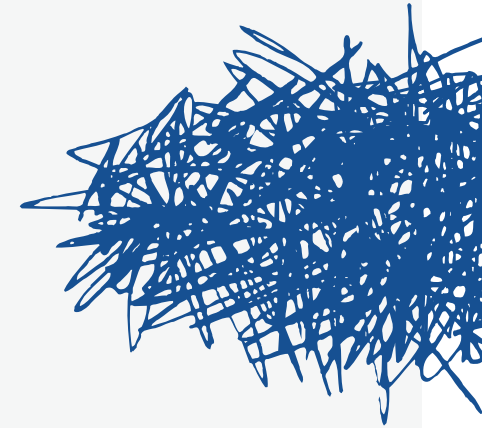


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## STATEMENT OF RIGHTS AND RESPONSIBILITIES

for Consumers at Forensicare



Forensicare

Forensicare is committed to providing consumers with information and resources to support their rights and responsibilities as well as their recovery and wellbeing.

This statement of consumer rights and responsibilities helps Forensicare and consumers work in partnership to bring about the best possible healthcare outcomes. The statement is based on the *Australian Charter of Healthcare Rights* and consumer rights under the *Mental Health Act 2014*, specifically for consumers of Forensicare's services.

Forensicare provides services in accordance with the mental health principles under the *Mental Health Act 2014* and where possible, provides mental health services in the least restrictive way possible.

## Mental Health Act 2014

The *Mental Health Act 2014* requires all mental health services to work within principles that include respect for people's dignity, promotion of supported decision making and treatment in the least restrictive environment.

## Australian Charter of Healthcare Rights

Human rights are the basic rights that belong to all of us. They are the foundation for freedom, justice, peace and respect for all people. The Australian Charter of Healthcare Rights describes the rights of patients and consumers using the Australian health care system. It places emphasis on freedom, equality and dignity. These rights are essential in making sure the healthcare provided to you by Forensicare is of a high quality and is safe.

## Who is a 'Consumer'?

The term 'Consumer' refers 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>Access</b> I have a right to physical and mental healthcare.</p>	<p>You may access Forensicare's services to address your healthcare needs. Forensicare will address your mental health care needs. If you are at Thomas Embling Hospital we will also take primary responsibility for your physical health care.</p> <p>If you are in our prison services, your primary health care needs are provided by the primary health care provider.</p>
<p><b>Safety</b> I have the right to receive safe and high quality care.</p>	<p>The services you receive from Forensicare will be safe, of a high quality and provided with professional care, skill and competence.</p>
<p><b>Respect</b> I have the right to be shown respect, dignity and consideration.</p>	<p>The care provided by Forensicare will show respect to you, your culture, beliefs, values, personal characteristics, gender and your situation.</p>
<p><b>Participation</b> I have a right to be included in decisions and choices about my care.</p>	<p>Forensicare will involve you in decisions about your assessment, treatment and recovery.</p>
<p><b>Privacy</b> I have a right to privacy and confidentiality of my personal information.</p>	<p>Forensicare maintains and handles your health information in accordance with the <i>Mental Health Act 2014</i>.</p> <p>You will be provided with a statement about your rights to privacy and the use of your health information.</p>

<p><b>Communication</b> I have the right to be informed about services, treatment, options and costs in a clear and open way.</p>	<p>Forensicare will provide you with open, timely and appropriate communication about your health care in a way you can understand.</p> <p>Where relevant, you will be provided with:</p> <ul style="list-style-type: none"> <li>a Statement of Rights under the <i>Mental Health Act 2014</i></li> <li>an explanation of your rights</li> <li>have your questions answered.</li> </ul>
<p><b>Support</b> I have a right to be supported in making decisions and choices about my care.</p>	<p>You will be supported to make choices and participate in making decisions about your treatment and recovery.</p> <p>Your advance statement will be considered if you require compulsory mental health treatment.</p> <p>Your nominated person will be informed so they can provide you with support.</p> <p>Your carers will be involved in decisions about assessment, treatment and recovery, where relevant.</p> <p>You will be supported to access the Independent Mental Health Advocacy service for support or, if you are in a Forensicare prison service, the Independent Prisoner Visitor.</p>
<p><b>Comment</b> I have a right to comment on my care and to have my concerns addressed.</p>	<p>Forensicare will listen to your feedback and complaints about your care. You will have your concerns dealt with fairly, properly and promptly.</p> <p>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>

