



Forensicare



## 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

## For further assistance

Speak with a member of your treating team of a service below:

- Forensicare reception (03) 9495 9100
- Forensicare internal complaints 0422 010 168
- Victorian Mental Illness Awareness Council (VMIAC): (03) 9380 3900
- Mental Health Legal Centre Victoria: (03) 9629 4422
- Victorian Legal Aid: 1300 792 387
- Mental Health Tribunal Victoria: 1800 242 703
- Mental Health and Wellbeing Commission Victoria: 1800 246 054
- Victorian Ombudsman: (03) 9613 6222
- Independent Mental Health Advocacy (IMHA): 1300 947 820



# CONSUMERS

## Statement of Rights and Responsibilities

Forensicare works in partnership  
with consumers and their carers to  
bring the best possible outcome for  
consumers

# Who is a consumer?

Someone who is or has received or sought mental health treatment, assessment or support at any of Forensicare's services.



## What we ask of you

**RESPECT**

- Towards staff, other consumers and visitors.
- For our facilities and the directions of Forensicare staff.
- For the Skills and expertise of those providing care when providing opinions regarding your treatment and care.

**OPEN COMMUNICATION**

- To assist us to provide you with the best possible treatment and care by informing us:
  - Of your medical history and any medicines that you are taking.
  - If you're feeling a decline in your wellbeing.
  - Of any issues concerning family relationships.
  - About your lifestyle and cultural beliefs
  - Of anything else you think might be relevant to us in your treatment

## WHAT YOU CAN EXPECT FROM US:

**SUPPORT. We will:**

- Support you to make decisions and choices about your care
- Support you to make an advance statement of preferences should you wish to do so. The advance statement of preferences will be taken into account if you require compulsory mental health treatment
- Inform your nominated support person and/or carers in decisions about assessment, treatment and recovery with your approval
- Provide you with access to the Independent Mental Health Advocacy service for support or, if you are in a Forensicare prison service, the Independent Prison Visitor

**FEEDBACK. We will:**

- Encourage you to provide feedback or make a complaint without it affecting the way you are treated
- Ensure your concerns are addressed in a transparent and timely way
- Encourage you to share your experience and participate to improve the quality of care and health services
- Listen to your feedback and complaints about your care
- Deal with your concerns fairly, thoroughly and promptly either directly with the treating team, via a feedback form or online via the Forensicare website (if appropriate)
- Guarantee that providing feedback will not jeopardise your quality of care
- Provide you with information and support to speak to the Mental Health Wellbeing Commission if you don't feel we have handled a complaint appropriately

**ACCESS. We will:**

- Provide healthcare services and treatment that meets your needs OR
- Ensure your primary health care needs are provided by the primary health care provider (if accessing prisons services)
- Provide you with optimal physical and mental healthcare, delivered in a safe environment
- Include you in decisions and choices about your care

**SAFETY. We will:**

- Ensure you receive safe and high quality health care that meets national safety standards
- Provide care in an environment that is safe and makes you feel safe

**PARTNERSHIP. We will:**

- Encourage you to ask questions and be involved in open and honest communication
- Support your right to make decisions with your healthcare provider, to the extent that you are able to
- Include the people you want in planning and decision-making

**INFORMATION. We will:**

- Provide clear information about your condition and the possible benefits and risks of different tests and treatment, so that you can give your informed consent
- Provide information about services, waiting times and costs
- Give assistances when you need it and to help you understand and use health information
- Provide you with information on how to request access to your health information
- Tell you if something has gone wrong during your healthcare, how it happened, how it might affect you and what is being done to make care safe

**PRIVACY. We will:**

- Ensure your personal privacy is respected
- Ensure information about you and your health are kept secure and confidential
- Maintain and handle your personal and sensitive information in accordance with the Privacy and Data Protection Act 2014.
- Maintain and handle your health information in accordance with the Health Records Act 2001 (Vic) and the Mental Health and Wellbeing Act 2022 (Vic)
- Maintain the confidentiality of any communication regarding maintaining and handling your health information where appropriate
- Provide you with a statement about your rights to privacy and the health use of your health information on your request
- Provide you with information to request access to your health information under the *Freedom of Information Act* 1982 in accordance with the act.

