

Your Rights and Responsibilities

Participant Rights

Skylight Mental Health is committed to upholding the rights of people who access our services. Our Rights and Responsibilities framework is consistent with the Australian Charter of Healthcare Rights and reflects the principles of access, safety, respect, partnership, information, privacy and feedback. We are committed to delivering services that respect dignity, support informed choice, protect confidentiality, and encourage feedback to continuously improve the quality and safety of our services.



Respect

- Skylight has a commitment to ethical practice and supports participants rights to:
- To have individual human worth, dignity and privacy respected
- Access considerate and respectful services of the highest quality
- Not discriminate service provision because of factors such as race, colour, sex, language, religion, political or other opinion, national or social origin, property or birth. In addition to those factors, discrimination on certain other grounds will also be prohibited where individual program structures do not exclude on these grounds. These include age, nationality or cultural heritage, marital status, disability, place of residence and sexual orientation
- To have their personal autonomy respected, including their right to personal relationships, intimacy and sexual expression, in ways that are safe, lawful, consensual, and consistent with Skylight's Safeguarding and other policies and procedures

Information

- To be involved and contribute to decision-making regarding individual rehabilitation and recovery goals
- To engage in treatment that will preserve and enhance personal autonomy
- To withdraw, preferably after discussion with staff members, from any part or all involvement with Skylight at any time

Skylight and its programs

- To have programs planned and delivered based on participants needs and input
- To be consulted and actively involved in shaping Skylight, its programs and services
- Access to, and availability of, appropriate services
- To attend Skylight programs freely with no duress to do so
- To participate fully in community life and be informed about available services
- To ask questions about mental health issues
- To expect reasonable safety in so far as practices and environment are concerned and personal safety and protection from potential and actual harassment, threats etc, from other participants when using Skylight services
- To communicate in the language of choice. If the consumer's first language is not English, the staff member will arrange an interpreter. Participants must understand that this right is subject to available resources
- If participants are allocated a staff member as part of program provision and they are not satisfied and wish to change, they have the right to discuss this change with their allocated staff member or the relevant Manager

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Participant involvement

- To be involved and contribute to decision-making regarding individual rehabilitation and recovery goals
- To engage in treatment that will preserve and enhance personal autonomy
- To withdraw, preferably after discussion with staff members, from any part or all involvement with Skylight at any time

Confidentiality and Privacy

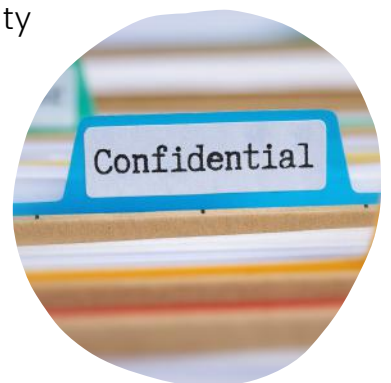
- To expect that all communications and records pertaining to involvement with Skylight be treated as strictly confidential. No disclosure of information should be made without the permission of the participant (written or verbal), except where Skylight is under a legal obligation to do so
- To privacy during consultation and direct service discussion
- To confidentiality regarding information given to Skylight staff. Access to this information is limited to staff within Skylight, except where there is a Duty of Care to pass on the information or in an emergency
- To access their file or information and to correct any wrong information, except where information is expressly prohibited by law from being disclosed. The participant will be fully informed of any such prohibition, with such information only to be given to participants in the presence of their case worker for reasons of support and clarification

Complaints

- Express grievances and seek redress without fear of it affecting decisions relating to their participation
- To have grievances about service delivery heard and dealt with in a fair and timely manner
- To make suggestions they consider would improve their service usage
- To have the option of a friend, member of their family and/or advocate attend meetings with them; staff should have prior notification of such arrangements
- If participants are unhappy about any decision made by Skylight staff they have the right to discuss this with their allocated staff member, Team Leader or relevant Manager. Participants have a further right to appeal to the Chief Executive Officer (see Participant Complaints Policy)

Skilled staff and volunteers

- To expect from Skylight and its employees the highest quality of service in line with their training to meet service delivery outcomes
- To have services provided by appropriately qualified/experienced/competent staff/volunteers
- To be responsive to the diverse social, cultural, spiritual, emotional and physical experiences and needs of participants



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Individuals and families who use Skylight services have the following responsibilities:

- To respect the human worth and dignity of other people
- To inform staff and volunteers of support needs
- To act in a way that respects the rights of other participants, staff and volunteers
- To participate as far as possible in reasonable treatment and rehabilitation process
- To make all reasonable attempts to notify staff if unable to meet appointment times
- To respect the safety of staff and other participants by:
 - refraining from aggressive or violent behaviour whilst using Skylight services
 - refraining from insulting, derogatory, unwelcome, or other threatening behaviour
 - respecting the privacy of others, staff and participants
- To not consume, or be under the influence of, alcohol or illegal substances whilst at Skylight or involved with Skylight services
- To understand that violence towards staff or participants will not be tolerated. Participants who engage in physical or verbal violence or threats of violence will be dealt with through appropriate avenues, which may include clinical or legal action and/or by suspension or termination of their involvement with Skylight
- To be responsible for their own behaviour and take responsibility for the results of any decisions they make and take responsibility for their own learning and behaviour, in line with current workplace practices and legislation. Any breaches will result in the participant having to “show cause” as to why they should not be excluded from further participation in the program
- To respect the privacy of other participants using Skylight services by maintaining confidentiality about any information they learn through their involvement with Skylight
- To notify staff if they have any complaints or suggestions about service delivery at Skylight and seek a fair resolution of any complaints

