



YOUR RIGHTS & REPONSIBILITIES

Services Provided by TEAMhealth

TEAMhealth's services are provided within a model of recovery focused psychosocial rehabilitation and within the framework of the National Mental Health Plan and Standards. TEAMhealth works closely with other specialist service providers such as Top End Mental Health Services (TEMHS), drug and alcohol services and other non-government organisations.

Referral Criteria

Referral criteria vary from program to program and will be assessed on a case by case basis.

Allocation of Key Worker

When you are accepted into TEAMhealth services other than the CACP Program, you will be allocated a Key Worker.



Consent

On entry to the service, the TEAMhealth worker will ask you and other people caring for you for written consent to speak to them. For example a family member, friend, doctor and/or other service provider. It is important to understand that in some circumstances if you do not give consent then this may impact on TEAMhealth's ability to provide service to you.

Confidentiality

No disclosure of information will be made without your written or verbal consent, except where TEAMhealth is under a legal obligation to do so.

Access to any information provided to TEAMhealth about you is limited to the staff within TEAMhealth.

Feedback

Your good news stories and positive feedback are always welcome. Please let your Key Worker, Team Leader, Senior Manager, Director of Client Services or the Chief Executive Officer know if you would like to provide any positive feedback to the organisation.

If you are unhappy about any decisions made by TEAMhealth staff or the service that you receive, you have the right to lodge a complaint.



You may discuss your concerns with your Key Worker providing support to you and seek further assistance from the Team Leader or Manager of the program, Operations Manager or the Chief Executive Officer if the issue cannot be resolved.

You may also want to seek independent assistance from an advocate if the issue has not been resolved.

Please refer to TEAMhealth's Suggestions, Compliments and Complaints brochure.

Access to Service

All clients, carers and significant others will be given a copy of their Rights and Responsibilities on entry to the service. You will be made aware of policies and procedures for entering and exiting each program area. If you are not eligible for TEAMhealth services you or the person who referred you will be provided with a verbal or written statement to explain you are ineligible.

Privacy

TEAMhealth recognises the importance of your privacy and is committed to protecting any personal information that we hold about you. TEAMhealth will only hold personal information about you to assist in providing you with a quality service. Only staff involved in your care will have access to your personal information, and will not share your information without your written consent.

TEAMhealth staff will write information down to assist in the delivery of care to you, your support and rehabilitation. TEAMhealth is required to adhere to National and Territory legislation, frameworks, and principles.



Your personal information will not be used for any other purpose, unless:

- We have your written consent: or
- It is required or authorised by law.

TEAMhealth adheres to the Northern Territory Information Act 2002 as well as the National Privacy Principles.

Note: A copy of Mental Health Standards (MHS) Standard 1, Rights and Responsibilities is available upon request.

Your Rights When Accessing Our Service

When receiving services from TEAMhealth you have the right to:

1. Timely and high quality care.
2. Privacy and confidentiality.
3. Actively participate in decision making about the services provided to you.
4. Receive support in the least restrictive environment and/or environment of your choice.
5. Have a friend, family member, advocate and/or significant other attend meetings with TEAMhealth staff members.
6. Communicate in the language of your choice and have an interpreter present at all times if you need one.
7. Be thoroughly introduced to TEAMhealth's services and be advised how to gain information and/or access other specialist mental health and support services available.
8. Be allocated a Key Worker and receive support targeted to your individual requests and needs.
9. Know the identity, professional status and qualifications of the TEAMhealth Key Worker providing the service.
10. Participate in decision making of the Association at all levels.
11. Live and work in the community.
12. Access to the full health system.
13. Be protected from abuse, exploitation and degrading treatment.
14. Not be discriminated against on the basis of mental illness or any other issue.
15. Be informed of your role when accessing services and be given information about all other support options available in the community.
16. Be given information on how to access advocacy services or be informed of how to complain if not happy with the services provided to you.

Your Responsibilities When Accessing Our Service

YOUR RESPONSIBILITIES WHEN ACCESSING OUR SERVICE

1. Take responsibility for your behaviour.
2. Participate and take an active role in your recovery.
3. Respect the human worth and dignity of other people.
4. Not be violent, insulting or threatening.
5. Refrain from participating in our programs if you are under the influence of alcohol or illicit drugs.
6. Answer questions as honestly as possible.
7. Keep appointments or let the TEAMhealth staff member know if you will be late or cannot attend the appointment.

If you have any questions about any issues discussed in this brochure, please do not hesitate to speak with your TEAMhealth Key Worker or another TEAMhealth staff member.

For Further Information Contact

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