

Supports provided by TeamHEALTH

We are accredited to the National Standards for Mental Health Services which means our services are guided by the principles of recovery orientated mental health practice. Information about these principles can be found at: www.health.gov.au.

TeamHEALTH place a high value on ensuring the participants and carer rights are upheld. To do this we ensure our staff understand, implement and abide by the rights and responsibilities.

TeamHEALTH actively promotes and supports an inclusive and diverse culture. We welcome all people, regardless of age, gender, race, ability, sexual orientation, faith, religion and all other identities represented in our community.

If at any time you feel your rights or responsibilities are not being upheld, we would like to hear from you.



Contact Us

To be connected with one of our team please contact TeamHEALTH on:

Head Office Address: Level 1, Building 4, 631 Stuart Hwy,
Berrimah NT 0828

Phone: 1300 780 081

Website: www.teamhealth.asn.au

Email: teamhealth@teamhealth.asn.au

Facebook: www.facebook.com/TeamHEALTHNT

Translator Information

Interpreter and/or translation services are available to access our services, please contact us for more information.

Interpreting and Translation Services NT

Phone: (08) 8999 8506 or 1800 676 254

Email: itsnt@nt.gov.au or itsnt.dlqcs@nt.gov.au



TeamHEALTH

Rights and Responsibilities for Participants and Carers

Supporting your mental health journey

Participant and carer rights

1. To be treated with respect and dignity at all times.
2. All supports are delivered in accordance with relevant Commonwealth, State / Territory Mental Health Legislation and related Acts.
3. All supports are delivered subject to your informed consent as a voluntary participant of TeamHEALTH services.
4. TeamHEALTH will provide you and your carers with a written statement, together with a verbal explanation of your rights and responsibilities, in a way that is understandable to you as soon as possible after entering TeamHEALTH and at regular intervals throughout your support.
5. You will be provided with comprehensive information about ongoing assessment, support, rehabilitation and services that support your recovery.
6. TeamHEALTH upholds your right to have your needs understood in a way that is meaningful to you and appropriate services are engaged when required to support this.
7. TeamHEALTH upholds the right of your privacy and confidentiality to be recognised and maintained to the extent that it does not impose serious risk to you or others.
8. TeamHEALTH upholds your right to be treated in the least restrictive environment to the extent that it does not impose serious risk to you or others.
9. TeamHEALTH upholds your right to be involved in all aspects of your treatment, support and recovery planning.
10. TeamHEALTH upholds your right to have your lived experiences respected and taken into account.
11. TeamHEALTH upholds your right to nominate if you wish to have (or not to have) others, including carers, families and support persons involved in your support to the extent that it does not impose serious risk to you or others.
12. TeamHEALTH upholds your right to have access to your own health records in accordance with relevant Commonwealth, State / Territory Legislation.

13. TeamHEALTH enacts policy and procedures to ensure that personal and health related information is handled in accordance with Commonwealth, State / Territory Privacy Legislation.
14. TeamHEALTH upholds the right for you to access advocacy and support services.
15. TeamHEALTH upholds the right for you to express compliments, complaints and grievances regarding your support and to have them addressed by TeamHEALTH in a fair and timely manner, without compromising the support provided to you.
16. TeamHEALTH upholds your right, wherever possible, to have your age, social, economic, cultural/geographical background, spiritual preferences, sexual orientation, gender and gender identity taken into consideration in your support.

Additional rights for carers and support persons:

17. TeamHEALTH upholds your right to receive services that assist you in your caring role.
18. TeamHEALTH upholds your right to receive support for your own difficulties that may be generated through the process of supporting or advocating for the recipient of your care.



You, your family, carers and support persons have the responsibility to:

1. Respect the human worth and dignity of other people and be courteous to TeamHEALTH staff.
2. Respect your own health, safety and welfare, and that of others.
3. Not be violent, insulting or threatening to any person.
4. Cooperate, as far as is possible, with assessment processes, individualised support planning, recovery and rehabilitation.
5. Refrain from participating in our services if under the influence of alcohol and/or illicit drugs.

The rights and responsibilities in this brochure have been adapted from a combination of information from the Mental Health Statement of Rights and Responsibilities 2012 and the National Standards for Mental Health Services 2010.