

Consumer Responsibilities

These provide a guide for your role as a consumer to ensure that you receive a good quality service:

To treat staff with care, consideration and dignity.

To ask questions of the service in order to understand an issue or process.

To answer questions and inform staff of relevant health issues as accurately as possible to enable best care.

To keep appointments or inform staff if unable to do so.

To conduct yourself in such a way so as not to interfere with the wellbeing of other consumers of the service or members of the public in the local vicinity of the service.

To respect our request not to use, discard used equipment or deal in the vicinity of Peer Based Harm Reduction WA as doing so may put this service at risk of being closed down.

Complaints & Compliments

We are always happy to receive your feedback &/or complaint/concern as this helps us to improve our service.

This can be done in a number of ways:

- In person
- By telephone
- In writing
- Via email
- Via our suggestion box (front desk)
- Using the Consumer Complaints Procedure

If you wish to receive a personal response, you will be required to provide your name and contact details.

This is your service and we strive to make it the best we can!



peer based
harm reduction wa

Consumer Rights

&

Responsibilities



PERTH

22/7 Aberdeen Street

P: 08) 9325 8387

F: 08) 9325 6152

BUNBURY

97 Spencer Street

P: (08) 9791 6699

F: (08) 9721 1547

info@harmreductionwa.org
www.harmreductionwa.org

Access

I have the right to access quality, evidence based harm reduction services that respond to my individual healthcare needs.

Staff should be approachable, knowledgeable, provide me with reliable and factual information and advice, and provide a high standard of customer service.

I have the right to social, cultural and physically appropriate services.

I have the right to be provided with enough sterile injecting equipment to keep me safe if I do not have any funds or equipment to exchange.

Communication

I have a right to be informed about services, treatment, options and any costs in a clear and open way.

I will receive appropriate, factual and evidence based communication about my health care in a way that I can understand and rely on.

I have the right to ask questions about services and time to understand the information provided.

Privacy

I have the right to Privacy and Confidentiality as per the Privacy Amendment (Private Sector) Act 2000 of the Privacy Act (1988)

I have a right to privacy and confidentiality of my personal information and not have my personal information stored without my consent.

It is essential that my personal privacy is maintained and the proper handling of my personal health and other information is assured.

I have the right to be informed of any information that may be shared with any person, including family, partners and/or other services.

Safety

I have the right to safe and professional healthcare.

I receive safe and high quality health services provided with professional care, skill and competence.

Respect

I have the right to be treated nicely, in a friendly way, with openness, dignity, respect and without judgement, stigma or discrimination.

I have the right to receive care that is respectful to my culture, beliefs, values and personal characteristics and to be accepted for who I am as an individual.

Participation

I have the right to be included involved and heard in the decision making and planning process of services provided to me.

I am able to give or withhold informed consent to any service provision at any time.

I have the right to a second opinion.

I have the right to leave at any time.

Feedback and Complaints

I have the right to comment/complain about my care and to have my concerns addressed in an appropriate and prompt manner.

I can file a complaint without experiencing any adverse consequences.

I am able to seek legal advice if I feel that I have been treated in a manner that is against the law.