

CLIENT RIGHTS AND RESPONSIBILITIES

CLIENT RIGHTS

As a client of Victim Support ACT you have the right to:

- Be treated respectfully, fairly and without discrimination
- Be treated in a manner that is mindful of your individual circumstances and dignity
- Receive clear information about your rights and responsibilities as a client of Victim Support ACT
- Be provided all the information you need to make decisions about the support and assistance we are offering you
- Refuse any or all of the services offered to you
- Seek a second opinion about your needs and rights
- Know the name of the person providing services and who is responsible for your support and assistance
- Provide feedback about your experience with Victim Support ACT
- Continue to access services after making a complaint
- Access your records in accordance with the *Health Records (Privacy and Access) Act 1997*

CLIENT RESPONSIBILITIES

In order for Victim Support ACT to continue to provide you with effective services, we ask that you:

- Let us, or the service provider, know in advance if you cannot keep an appointment
- Treat the staff and providers of Victim Support ACT in a respectful and non-abusive manner
- Advise us promptly if your contact details change ie mobile, email
- If asked to contact us, then you do so promptly within 5 business days
- Be considerate of the rights of other clients and staff, including the respect of property and a non-smoking environment
- Respect the rights of other clients and staff to privacy and confidentiality

PROVISION AND TERMINATION OF SERVICES

Victim Support ACT may prioritise your needs based on available resources and service demands. This means that you may be subject to a waiting period in some circumstances, or be referred to alternative services for support.

Victim Support ACT will stop providing services to you if:

- Agreed goals are achieved;
- You are unable to be contacted and we have made 3 attempts without any response from yourself;
- Your allocated hours of service have been utilised;
- No further service can be provided; or
- The safety of staff and yourself cannot be assured under the *Work Health and Safety Act 2011*.

CONFIDENTIALITY

In keeping with the *Health Records (Privacy and Access) Act 1997* your information will be kept confidential and will only be disclosed with your written consent. However, there are some situations when information may be disclosed without consent, for example:

- Where it is identified that a child or young person is 'at risk' of serious harm and a report must be made to ACT Child and Youth Protection Services in accordance with mandatory reporting requirements under the *Children and Young People Act 2008*;
- Where client records are subpoenaed (Contact will be made with the client if this occurs); or
- Where disclosure is necessary to prevent or lessen a serious and imminent risk to your life or health or that of another person.