

Your Rights and Responsibilities

carers and support persons



At Ruah we believe that people's needs, strengths and recovery preferences are at the centre of everything that we do. We are committed to providing supports and services that meet your needs and aspirations.

Carers and support persons have the right to:

- Be treated with respect for your individual human worth and dignity regardless of age, disability, cultural and linguistic background, gender, sexual orientation, intersex status, socio-economic status, and religious or spiritual beliefs.
- Have your privacy and confidentiality respected.
- Comprehensive information, education, training and support to facilitate your care and support role.
- Be provided with a safe, friendly and supportive environment.
- Receive services that comply with appropriate standards of professionalism, competency and accountability.
- Place limits on your availability to the person you care for.
- Access mechanisms for complaint and redress if you are dissatisfied with the treatment or support provided to the person you care for.
- Receive special support and consideration if you are young or have special needs.

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With the consent of the person who is receiving support, and where it is appropriate to do so in accordance with legislation and policy, guardians, carers and support persons have the right to:

- Contact the person you care for while they are undergoing treatment.
- Seek and receive additional information about the person's support, care, treatment, rehabilitation and recovery.
- Arrange support services for the person such as respite care, counselling and community care facilities.
- Be provided with any information that the person requests that you should receive.

Carers and support persons have the responsibility to:

- Respect the humanity and dignity of the person you care for.
- Respect the humanity and dignity of our staff, property and other visitors to our premises.
- Be respectful of the confidentiality and privacy of information about other people.
- Cooperate, as far as is possible, with reasonable programs of assessment, individualised care planning, support, care, treatment, recovery and rehabilitation.
- Tell us of any changes that affects your ability to access our services.

Your rights will be explained to you by a Ruah worker. Please ask a staff member if this hasn't occurred.

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