

## Consumer and Carer Rights and Privacy

### Protecting your privacy

South Western Sydney PHN is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy.

SWSPHN and the commissioned mental health professions who provide services through our programs are bound by the Privacy Act 1988 and the Privacy Amendment (private sector) Act 2000, which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information. All information collected about you is confidential and will be stored securely.

**ACCESS:** You have a right to access health care and ask questions about your health care. You can ask to see information in health record and ask to change information if it is wrong. You can withdraw from the program at any time and this will not affect your ability to return to the program if you want to

**SAFETY:** You have a right to safe and high-quality care

**RESPECT:** You have a right to be treated with dignity and respect. This includes respect for your culture, age, gender, religious / spiritual beliefs, sexual orientation, disability, experiences, values and beliefs

**COMMUNICATION:** You have a right to be informed about services, treatment, options and costs in a clear and open way. When necessary, we can help you find an interpreter

**PARTICIPATION:** You have a right to be included in decisions about your care

**SUPPORT:** You have the right to have someone to give you support in most circumstances

**COMPLAINTS:** It is okay to complain. Your complaints lead to better services. You can provide feedback through our website or directly to the person or organisation providing you with services

**PRIVACY:** You have a right to privacy and confidentiality of your personal information

**COMMENT:** You have a right to comment on your care and to have your concerns addressed. You can provide feedback to the mental health professional you are seeing or by completing the form on our website

### WITH YOUR CONSENT, YOUR FAMILY AND CARERS HAVE A RIGHT TO:

- Be treated with dignity and respect at all times
- Be recognised, respected and supported as partners in your care
- Be involved in providing information to the clinician that can help your care and recovery
- Receive information about your mental illness, its likely causes, treatment options and outcomes
- Have their rights explained and receive a copy of this charter
- Be supported in their caring role.

If you need help understanding this information, please ask the person or organisation providing the service or contact the SWSPHN mental health team on 1300 797 746 (1300 SWS PHN)