

[insert organisation name/logo]

Consumer Manual¹

¹ Adapted from Centacare Wagga Wagga (2010), PHaMs Participant Manual

Contents

| | |
|---------|---|
| Page 3 | About [insert organisation name] . |
| Page 4 | Responsibility of [insert organisation name] to consumers. |
| Page 5 | Our Approach to Support |
| Page | Physical access and interpreters |
| Page 6 | What Sort of Support do we offer? |
| Page | Important Information |
| Page | Coordinating your support with other agencies |
| Page | Involving family or other supportive people |
| Page | Understanding your values and preferences |
| Page 7 | Identifying your Strengths and setting Goals. |
| Page 8 | General Information. |
| Page 9 | Consumer Rights and Responsibilities |
| Page 11 | Unsafe Actions |
| Page 12 | Complaints Procedure. |
| Page 13 | Emergency Contacts |

About **[insert organisation name]** ...

[insert organisation name] is **[insert information about the organisation]**

Our Mission

[insert mission]

Our Values

[insert values]

Responsibility of [insert organisation name] to consumers ...

[insert organisation name] recognises and uphold its responsibilities to consumers.

In doing so, we:

- Treat individuals with respect and preserve their rights to dignity, privacy and confidentiality.
- Refer and liaise with other services of [insert organisation name] and / or external agencies as appropriate
- Where appropriate, encourage you and your carer to have the support of another person to act as an advocate.
- Promote best practice and quality of service
- Ensure access to services is equitable.

If you experience us acting any differently, please let us know.

Our Approach to Support ...

[insert organisation name] aims to be a partner in the recovery journey of people with lived experience of mental illness/recovery.

We aim to help people to build on their existing strengths, increasing personal capacity and self-reliance.

We recognise that recovery doesn't mean cure but rather reflects a process of a person learning to manage illness and its impacts – living well in the presence or absence of symptoms.

Our staff assist people on their recovery journey.

Our staff have:

- a range of qualifications, skills, backgrounds and experience.
- an understanding of:
 - mental illness/recovery
 - how to discover needs and expectations that people experiencing mental illness/recovery may have
- knowledge of other services and opportunities in our community.

Our staff respectfully listen to you.

Physical Access

[insert organisation name] [is / is not] easily accessible by wheelchair.

If you find it too difficult to come and see us, let us know and we will arrange to meet you closer to home.

Interpreters

Interpreters are provided for consumers and/or carers who require one.

Let us know by **[insert contact details]**

What sort of support do we offer?

- Assistance to identify your needs, interests and goals
- Support to achieve your goals and link to community resources
- Opportunities to develop and/or maintain skills to enable you to live as independently as possible
- Advocacy and assistance to ensure that you fully understand your rights and responsibilities
- Assistance to access clinical support if you need it
- Working with you to get you involved in a community activity that you would really like to do
- Connecting you with other services or programs that could also support you on your recovery journey, like drug and alcohol, education, vocational, housing, or medical support.
- Help you get relationships with family and friends back on track

We can support you with many different things. The key is that it is up to you - what you want to achieve from the program - and how you go about achieving it.

Important Information

Upon entry to our program, you and your nominated carer or supporter are provided with information about:

- rights and responsibilities in writing and/or other formats as appropriate.
- how the individual planning process takes place.
- **[insert organisation name]** policies and procedures (provided with copies and support to understand them, if necessary).
- how you can access emergency after hours care and support
- health promotion
- consumer and carer involvement in policy development, service planning, committees and evaluation
- [compliments] and complaints process
- confidentiality (and limits of confidentiality)
- privacy, record keeping, use of and access to records
- advocacy
- interpreters
- consent
- other service providers that may meet your and your carer's needs
- **[insert organisation name]**'s re-entry policy in the event you are asked to leave or you decide to exit the service at any time.

If you have not received this information, please let us know.

Coordinating the services you access

If you access another service or mental health agency, you and/or you carer may want to get these services to work in a coordinated way so the overall support for you is smooth, rather than fragmented and repetitive.

Let each agency know about other services you are using, and find out about:

- cooperative arrangements which may already be in place between these services
- information sharing processes
- group activities
- how these services can best work together to support you on your recovery journey

You may be asked to provide consent for information about you to be shared between services. If you are asked to sign a consent form, make sure the following are clear:

- the purpose of information sharing is to ensure services cooperatively support your recovery journey
- state the type of information you will allow, and will not allow, to be shared.
- state which service(s) can have information about you.

If you want help coordinating your services, we may, with your informed consent, take on the role of service coordinator.

If you experience psychiatric inpatient admission, we will actively plan (in conjunction with you, your nominated carer, inpatient agency, and other relevant services) as early as possible, for your support before, during and following your discharge from inpatient care.

Involving family or other supportive people

[insert organisation name] with your informed consent, includes carers, other service providers and others nominated by you in your application and/or Initial Discussion.

Understanding your values and preferences

Your Support Worker will focus on understanding your values, beliefs and preferences - in general and in relation to support – so we can assist you to make plans consistent with your values.

Identifying your strengths and setting goals:

Your Support Worker will assist you in identifying your strengths and setting achievable goals.

Ways this will be done include:

- Exploring how you will work together, including identifying strengths, what resources may be available to you and how often you will meet, etc.
- Beginning the process of setting achievable goals. Goals usually relate to very specific tasks and outcomes that are important to you. For example, goals may include the development of an exercise plan.
- Developing an “Individual Recovery Plan”, which is put together by you and your support worker. It can be a written summary of what you are working towards (i.e. goals) and how you are going to get there.
- Reviewing your program plan every 3 months will involve you, your support worker and other people who are a part of your support network.

General Information

What about if I go on a holiday?

While participating in the **[insert organisation name]** Program, if you plan to go away for more than a couple of weeks, it will be important to discuss your plans with your support worker at **[insert organisation name]**.

What if I need help out of hours?

[insert organisation name] is open ... **[insert hours]**

If you feel your symptoms are returning and need urgent help:

- Contact the **[insert organisation name]** **[insert position]** on **[insert phone number]**

OR

- Contact acute services (a 24/7 public mental health service or alternate mental health service) at **[insert organisation name (clinical service)]** on **[insert phone number]**

How do I leave the Program?

You may withdraw from the Program at any time. The Program is voluntary and by withdrawing you will not jeopardise access to the program in the future depending on available places.

If upon reviewing your goals, it is indicated that you no longer require our service, then you and your support worker will develop an exit plan if applicable and where possible.

What about my privacy?

The **[Commonwealth] [NSW]** Government collects, receives and develops information to fulfil its functions. From time to time statistics about the program's consumers will be collected and forwarded to the **[insert government department(s)] [insert research/other bodies]**

At no point will your name, address or sensitive personal details be part of such data collection.

Confidentiality and Privacy within all **[insert organisation name]** programs is upheld within the limits of the law.

If you disclose a serious issue e.g. harm to self, harm to others then it is part of our Duty of Care to report this.

Consumer Rights and Responsibilities

Consumers have the right to:

- Be treated with respect and dignity at all times.
- Not be discriminated against by the organisation on the grounds of class, race, religion, disability, illness, sexuality, HIV-status or age, ***and the responsibility not to discriminate***
- Change the type and level of involvement with the Program through review and negotiation, and the responsibility to participate in negotiating, reviews and changes to involvement with the Program
- The right to withdraw at any time and the responsibility to negotiate withdrawal
- Re-apply to the program providing you meet the eligibility criteria.
- Expect that information is accessible (including being culturally appropriate), and interpreters are available as required
- Access information about **[insert organisation name]** (e.g.: how programs are funded, their aims)
- Be informed about decisions and decision-making processes
- Make a complaint, to have a fair hearing and to have it kept confidential
- Seek assistance with advocacy issues
- Have all personal information kept private and confidential and the responsibility to disclose personal information which may support collaborative work with other services and supports.

Consumer Responsibilities:

Your responsibilities are to:

- Treat staff and other service users with respect and dignity.
- Be as highly involved as possible in designing and participating in your recovery plan.
- Provide information that enables the worker to provide adequate advice and support.
- Keep appointments unless something unexpected happens.
A minimum of 24 hours, and if possible 48 hours, notice is preferred to cancel an appointment.
- Respect the privacy of others you may come in contact within your interactions with **[insert organisation name]** services.
- Observe safety procedures as requested

Unsafe Actions

Unsafe Actions may cause fear, harm or damage, expose people to high risk of harm, and/or may be illegal. Unsafe actions are not acceptable at **[insert organisation name]**.

If you are concerned about unsafe action from any person at **[insert organisation name]** please inform **[insert position]**.

Unsafe action will be addressed locally and immediately. The person carrying out unsafe action may be asked to leave the building, and there may be withdrawal of ongoing services and/or police involvement.

Unsafe actions may include:

- Threats or other intimidating behaviours, threats with a weapon or object
- Intentional physical attacks e.g., hitting, pinching or scratching
- Bullying, harassment and/or sexual assault
- Damage to the organisation's, or another person's, property.
- Staying on program premises after hours when programs have ceased
- Using or distributing drugs whilst on the premises

Complaints Procedure

Each consumer has the right to raise (and have resolved) any complaint or dispute she may have regarding the organisation or the program.

In the first instance, consumers should talk to their support worker concerning the issue. Every effort will be made to resolve the issue informally. Complaints can often be resolved quickly.

Consumers have the right to have an advocate or support person present and involved when making a complaint. All discussions relating to the complaint will be documented and will remain confidential.

If the matter is not resolved, your support worker will ensure that the complaint is documented forwarded to the **[insert position]**

If you are experiencing difficulty with your Support Worker, please speak to the **[insert position]**

If the outcome is not satisfactory, the complaint should be forwarded to:
[insert position] [insert contact details]

In each of these instances, the person receiving the complaint will contact you within **[insert number]** working days.

Your complaint will be heard. You may choose a personal interview.

We will ask you how you think the matter can best be resolved.

We will also offer suggestions to help resolve the matter.

When you agree that your matter is resolved **[insert organisation name]** will make written confirmation to you.

Emergency Contact List:

[insert other contacts as appropriate]

ACCESSLINE: 1800 800 944

or

02 9425 3923



Life Line:
13 11 14

000
IN EMERGENCY



Suicide Call Back Service:
1300 659 467

Community Mental Health:

- *[insert relevant numbers]*