

# Statement of Client Rights and Responsibilities

## Individuals accessing services at Eating Disorders Queensland (EDQ) have the right to:

- Be treated with respect and dignity,
- A safe, supportive, and private environment,
- Receive considerate and respectful services of the highest standard regardless of social status, age, gender, sexuality, impairment, race, culture, ethnicity, religion, or political beliefs,
- Confidentiality in relation to personal information,
- Participate in all decisions relating to their lives,
- Know the name of their worker and have the right to ask for their worker's qualifications,
- Make a complaint about the service or worker without fear of losing access to their services,
- Refuse involvement in research, media work and the presence or services of students on placement at EDQ,
- Access their personal information held by EDQ,
- Engage an advocate/support person to speak on their behalf if required.

## Individuals accessing supports at EDQ have the responsibility to:

- Act in a way which respects the rights of people and workers at EDQ,
- Take responsibility for the decisions they make,
- Play a part in the development of a therapeutic relationship with the service,
- Maintain their physiological health (with appropriate medical support) to a level that enables them to make use of the services offered at EDQ.

### 1. Respect and dignity

- Clients are supported to make complaints about the service and their worker without fear of losing access to their services,
- Clients will be provided with the name of their EDQ worker and have the right to be informed of their professional qualification,
- EDQ services will be delivered in a safe and private environment,
- All EDQ staff will use respectful language when referring to clients,
- Workers will keep appointments with clients and will make every effort to contact clients prior to agreed times if they are unable to keep an appointment,
- Workers will not keep clients waiting at appointment times and will make every effort to inform clients if they are going to be late for an appointment,
- Workers will only enter a client's accommodation on invitation by the client.

### 2. Access & Equity

- EDQ will actively respond to issues involving diminished access of equity for clients, particularly issues relating to the gender, culture, disability, parenting status, religion, or sexuality of the client.
- Clients will be provided access to personal information held by EDQ.
- Clients will be provided information about their rights and the range of options available to them.

## Due to the high demand for EDQ's funded services, and allowing for fair equitable distribution of therapeutic resources to the community:

- EDQ requires 48 working hours' notice of cancellation for all appointments

- **In the event of 3 late cancellations or no-shows, your practitioner will discuss other support options with you before booking another appointment**

**EDQ acknowledges recovery and the therapeutic process is not linear. Please discuss any changing needs or barriers with your practitioner so EDQ can best support you and the greater community. We appreciate your assistance.**

### **3. Confidentiality**

Clients have the right to have their personal information collected and stored in a manner which ensures that only people with a genuine need to access it in the course of their work have access to it.

- Clients have the right to have access to their own counselling records in accordance with relevant Commonwealth, state/ territory legislation.
- Client consent will be required before personal information is disclosed to other parties unless it falls under EDQ's Limitations to Confidentiality.
- All EDQ Workers must adhere to their professional accreditation standards around privacy and confidentiality and must adhere to the National Privacy Principles.
- Clients have a right to be advised of any limits to confidentiality that may exist, for example when EDQ believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to an individual's life, health or safety or a serious threat to public health or public safety.

#### **LIMITS OF CONFIDENTIALITY**

When the person poses a threat or is at risk of harm to themselves or others;

- When the person's safety is at risk;
- Where child protection issues are identified by a worker;
  - *As of 5<sup>th</sup> July 2021, if a worker receives information that a child offence has occurred (even if the victim is now over 18), it must be reported, unless the client requests that the incident not be reported. In this case, the incident will be documented in brief, with de-identified information only. Session notes will be locked for privacy. For more information see Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Act 2020*
- When required by law e.g., when a person's records are subpoenaed;
- When the person is detained or institutionalised, and EDQ workers believe that disclosure would support or advocate for the person's rights;
  - *Where information must be disclosed due to our duty of care and confidentiality limits above, the worker will inform the person that this will occur and where possible will respond in consultation and partnership with that person.*

### **4. Participation**

- Workers will respect clients' abilities and right to speak on their own behalf and they will not speak on a client's behalf unless this has been negotiated with the client.
- Clients will be given the opportunity to refuse the presence or services of a student.
- Involvement in research or media work requires the informed consent of the individual client.
- Clients will be supported to engage an advocate to speak on their behalf if requested.

### **5. Evaluation/Research Activities**

- Client data collected and analysed is a standard operating procedure with standard equipment and/or protocols, via a secure client management system.
- EDQ provide guidance and oversight to ensure activities are conducted ethically including a pathway to address concerns.

- The data collected and analysed is for the purpose of maintaining standards or identifying areas for improvement in EDQ services, as well as to report program outcomes to funding bodies or public forums e.g., conferences or published papers.
- The data collected, analysed and reported is de-identified. Findings from research will only ever be published in aggregate form.

## 6. Care and Response to Critical & Notifiable Incidents

- EDQ has procedures in place for responding to critical and notifiable incidents in a manner which is fair to all parties and ensures that resolution is attempted as soon as possible, and trauma is minimised.
- EDQ to provide guidance to assist in ensuring that consent from participants is facilitated through a process of informed consent

## 7. Complaints Procedure

- Ensuring the complaints process is made available and accessible to all stakeholders
- Acting fairly and justly and transparently when responding and resolving all complaints
- Providing a confidential, safe, and culturally sensitive environment for stakeholders to raise and have their complaints heard and resolved
- Supporting clients who choose to seek additional supports and services when making a complaint
- All stakeholders are listened to and treated with respect
- Ensuring complaints are resolved within adequate time frames
- All efforts should be made to try and resolve the complaint at the lowest possible level i.e., the person who initially receives the complaint should attempt to resolve it.
- Stakeholders may register a complaint in a variety of ways: In person, over the telephone, in writing, or through a formal Complaint form.

*All clients making a complaint will be encouraged to use an advocate of their choice to act on their behalf if they wish. The advocate may be a family member or friend, or sourced (with the assistance of a staff member if required) through the **National Disability Advocacy Program**. Complaints can also be lodged directly with the **Queensland Health Ombudsman** (133 646) or the **National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission** (1800 035 544).*

*This process is in-line with: Privacy Act 1988.*

- *State and territory privacy acts.*
  - *Any other relevant Commonwealth, state, or territory legislation or guidance*

*Further information on these options is available online, by asking a staff member, or in the Client Information folder stored in reception.*

**When read and in agreement sign Consent form.**