

**You may also make a complaint to:**

**Health and Disability Services Complaints Office**

*(complaints about health provider's services)*

PO Box B61, Perth 6838  
Level 12, 44 St George's Tce, Perth  
Phone (08) 6551 7600  
Toll free 1800 813 583

**Private Health Insurance Ombudsman**

*(for complaints about health insurance arrangements)*

Suite 2, Level 22  
580 George Street  
Sydney, NSW 2000  
Phone: (02) 8235 8777  
Fax: (02) 8235 8778  
Toll free number: 1800 640 695  
[www.phio.org.au](http://www.phio.org.au) Email: [info@phio.org.au](mailto:info@phio.org.au)

**The Office of the Australian Information Commissioner** *(complaints about privacy)*

GPO Box 5218, Sydney 2001  
Phone 1300 363 992 Fax (02) 9284 9666  
TTY 1800 620 241  
Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)  
Website: [www.oaic.gov.au](http://www.oaic.gov.au)

**Information in Languages Other Than English**

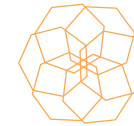
If you would like to view your rights and responsibilities in another language, brochures in various languages are available from the Office of Safety and Quality website [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

**Reference Documents**

These rights and responsibilities and information on compliments and complaints are consistent with the following nationally recognised guidelines

- National Standards for Mental Health Services (2010)
- Commonwealth Government: "Mental Health Statements of Rights and Responsibilities."
- Private Patients Hospital Charter: "Know your rights and responsibilities as a private patient in hospital."
- Australian Charter of Healthcare Rights (2008), published by the Australian Commission on Safety and Quality in Healthcare. .

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perth Clinic

*"We strive to provide the best in psychiatric care"*

Message from CEO ►

Patient Rights & Responsibilities ►

Compliments & Complaints ►

*Welcome to Perth Clinic*

*Perth Clinic staff are a team of dedicated professionals working together for the benefit of our patients. We aim to provide the best possible services to ensure your stay with us is highly successful.*

*If there is anything we can do for you during your stay please let us know.*

*Your comments are valuable and will provide us with information on how we can continue to provide a high quality service. Your suggestions and comments can be passed on to staff or placed in the suggestion boxes provided. We would also appreciate comments on our patient satisfaction surveys.*

*Moira Munro  
Chief Executive Officer*



*Trust, Respect, Genuineness, Empathy*

## **RIGHTS AND RESPONSIBILITIES**

### **As a patient of Perth Clinic you have the right to:**

1. Be treated with respect and dignity
2. Receive timely and high quality treatment that considers your current treatment needs, cultural background, gender and personal beliefs
3. Be informed about and involved in your treatment at Perth Clinic
4. Have your personal and treatment information kept private and confidential
5. Clear information on your diagnosis and treatment, services available to you, any risks associated with your treatment and likely costs associated with your treatment
6. Ask a staff member questions if you would like further information on any aspect of your treatment
7. Have supporters/relatives involved in your treatment as appropriate
8. With your permission your carer/supporter may
  - a. Provide information to service providers that is relevant to your treatment
  - b. Be consulted by service providers about your treatment and discharge planning
  - c. Be provided with information relevant to your ongoing management
9. A second opinion
10. Advocacy
11. Refuse treatment and be informed of the medical consequences of such action
12. Be provided assessment and treatment in an environment that is safe, conducive to recovery and free from discrimination
13. Be informed of your rights and responsibilities in a way that is meaningful to you
14. Provide feedback – compliments or complaints – on the treatment you receive
15. Refuse participation in any research without your consent
16. Information on hospital routines and expectations including visiting hours and management of personal information.

## **PATIENT RESPONSIBILITIES**

### **It is each patient's responsibility to:**

1. Participate in planning and implementing your treatment/discharge plan with treating staff and your doctor
2. Communicate honestly all information relevant to your treatment and any information on changes in your condition or circumstances that may impact on your treatment at Perth Clinic
3. Participate in your recovery by joining in groups and other agreed upon treatments

4. Let staff know if you think something has been missed or an error might have occurred in relation to your treatment
5. Discuss with staff plans that have been agreed on for your treatment and let them know if you have been unable to follow these plan
6. Understand that in some circumstances you may need to travel or wait to receive health care services you need.
7. Refrain from behaviour toward other patients and staff that is disrespectful, threatening, harassing or intimidating
8. Refrain from entering into intimate relationships with other patients whilst at Perth Clinic
9. Respect the rights of other patients and staff members
10. Refrain from using any unauthorised medications or substances including alcohol, drugs and other medications not currently prescribed as part of your treatment

## **COMPLIMENTS AND COMPLAINTS**

Perth Clinic is very keen to hear feedback from our patients their supporters and visitors. If you would like to make a suggestion or have some feedback on your stay at Perth Clinic, it can be provided directly to staff or can be written on either a suggestion form or your patient satisfaction survey.

If you or your supporters are unhappy with or have a complaint about any aspect of your stay, we encourage you to approach one of our staff or use our complaints procedure. Resolving your concerns is important to us and we will ensure that you receive the best possible care whilst you are here.

You may feel free to discuss your concerns with your treating doctor, your contact nurse or one of the other staff members. If you have a complaint regarding any aspect of our services you may contact our

### **Complaints Coordinator**

Rachel Whiteley, extension 972

The Complaints Coordinator will assist you by listening to your concerns and providing clear information about the process for resolution of your complaint. All complaints will be investigated and every effort will be made to resolve your complaint.

Perth Clinic  
29 Havelock Street, West Perth Western Australia 6005  
Tel (08) 9481 4888 Fax (08) 9481 4454  
[www.perthclinic.com.au](http://www.perthclinic.com.au)