

## Consumer Rights

**Cyrenian House will treat its consumers with dignity, consideration and respect their right to:**

- Receive holistic treatment and support informed by evidence based practice principles
- Be treated in a non discriminatory manner
- Have privacy and confidentiality maintained and be informed of parameters of confidentiality and information sharing processes
- Be informed of how to access or correct information held about you
- Be supported to have equitable access to treatment and services
- Give or withhold informed consent to treatment at any time
- Expect that the service will make reasonable attempts to keep you informed of any exchange of information that will be shared with any person, including family / significant others and other services
- Be given clear and understandable information and explanations, and be provided with opportunities to ask questions about the service you will receive
- Be informed of any costs associated with residential services and any methods of payment
- Be involved in treatment planning and decision making processes, including referrals to other services
- Be informed of Cyrenian House feedback processes and supported to access these

## Consumer Responsibilities

- Treat workers and other consumers with respect, consideration and dignity
- Respect the privacy and confidentiality of other consumers accessing the service
- Participate and engage with the requirements of your treatment program
- Inform workers of relevant mental, physical or psychological health and alcohol and other drug use issues to enable best care
- Keep appointments and pay any relevant fees promptly
- Be aware of and respect that children and young people in the service have additional rights to physical, psychological and emotional safety and security.

