

RESPECT

WE WILL:

- treat you as an individual, and with dignity and respect.
- recognise and respect your culture, identity beliefs and choices.
- show you respect, dignity and consideration.
- listen to your concerns

COMMUNICATION

WE WILL:

- inform you about services, treatment, options in a clear and open way.
- provide you with open and timely communication about your health care in a way you can understand.

WHAT WE ASK OF YOU

RESPECT

- towards staff, other consumers and visitors.
- for our facilities and the directions of Forensicare staff
- For the skills and expertise of those providing care when providing opinions regarding your treatment and care

OPEN COMMUNICATION

- To assist us to provide you with the best possible treatment and care by informing us:
 - of your medical history and any medicines you are taking
 - if you're feeling a decline in your wellbeing
 - of any issues concerning family relationships
 - about your lifestyle and cultural beliefs
 - of anything else you think might be relevant to us in your treatment

ABOUT FORENSICARE

Forensicare is Victoria's leading provider of forensic mental health care. We work to meet the needs of consumers with serious mental illnesses across the justice system, mental health sectors and the community. Our services deliver a range of mental health programs targeted at patients with different needs at different stages of recovery; from early intervention and prevention, inpatient care, rehabilitation and community transition support.

These services are delivered through:

- Thomas Embling Hospital, a secure mental health hospital
- Prison Mental Health Services
- Community Forensic Mental Health Service

FOR FURTHER ASSISTANCE

Speak with a member of your treating team or a service below:

- Forensicare reception: (03) 9495 9100
- Victorian Mental Illness Awareness Council (VMIA) T: 03 9380 3900
- Mental Health Legal Centre Victoria T: 03 9629 4422
- Victorian Legal Aid T: 1300 792 387
- Mental Health Tribunal Victoria T: 1800 242 703
- Mental Health and Wellbeing Commission Victoria T: 1800 246 054
- Victorian Ombudsman T: 03 9613 6222
- Independent Mental Health Advocacy (IMHA)* T: 1300 947 820

*(Currently IMHA is only available to consumers of Thomas Embling Hospital and the Community Forensic Mental Health Service)



Forensicare

CONSUMERS

STATEMENT OF RIGHTS AND RESPONSIBILITIES

Forensicare works in partnership with consumers and their carers to bring about the best possible healthcare outcomes for consumers

information about the Mental Health and Wellbeing Act, 2022



who is a 'consumer'

Someone who is or has received or sought mental health treatment, assessment or support at any of Forensicare's services.

what you can expect from us

ACCESS

WE WILL:

- provide healthcare services and treatment that meets your needs OR
- ensure your primary health care needs are provided by the primary health care provider (if accessing prison services)
- provide you with optimal physical and mental healthcare, delivered in a safe environment.
- include you in decisions and choices about your care.

SAFETY

WE WILL:

- ensure you receive safe and high quality health care that meets national standards
- provide care in an environment that is safe and makes you feel safe

PARTNERSHIP

WE WILL:

- Encourage you to ask questions and be involved in open and honest communication
- support your right to make decisions with your healthcare provider, to the extent that you choose and are able to
- include the people you want in planning and decision-making

INFORMATION

WE WILL:

- provide clear information about your condition, the possible benefits and risks of different tests and treatment, so that you can give your informed consent;
- provide information about services, waiting times and costs;
- give assistance, when you need it, to help you understand and use health information;
- provide you with information on how to request access to your health information;
- tell you if something has gone wrong during your health care, how it happened, how it might affect you and what is being done to make care safe.

PRIVACY

WE WILL:

- Ensure your personal privacy is respected;
- Ensure information about you and your health are kept secure and confidential.

WE WILL:

- maintain and handle your personal and sensitive information in accordance with the Privacy and Data Protection Act 2014
- maintain and handle your health information in accordance with the Health Records Act 2001 (Vic) and the Mental Health and Wellbeing Act 2022 (Vic).
- maintain the confidentiality of any communication regarding maintaining and handling your health information where appropriate
- provide you with a statement about your rights to privacy and the use of your health information on request.
- provide you with information to request access to your health information under the *Freedom of Information Act 1982* in accordance with that Act.

FEEDBACK

WE WILL:

- encourage you to provide feedback or make a complaint without it affecting the way you are treated;
- ensure your concerns are addressed in a transparent and timely way;
- encourage you to share your experience and participate to improve the quality of care and health services.

WE WILL:

- listen to your feedback and complaints about your care.
- deal with your concerns fairly, thoroughly and promptly, either:
 - directly with the treating team or
 - via a feedback form or
 - online via the Forensicare website (if appropriate).
- guarantee that providing feedback will not jeopardise your quality of care
- provide you with information and support to speak to the Mental Health and Wellbeing Commission if you don't feel we have handled a complaint appropriately.

SUPPORT

WE WILL:

- support you to make decisions and choices about your care.
- support you to make an advance statement of preferences should you wish to do so. The advance statement of preferences will be taken into account if you require compulsory mental health treatment.
- inform your nominated person and/or your carers in decisions about assessment, treatment and recovery, with your approval.
- provide you with access to the Independent mental health advocacy service for support or, if you are in a Forensicare prison service, the Independent Prisoner Visitor.