

At Partners In Recovery (PIR) we are committed to providing a quality service that supports individuals with severe and persistent mental illness who have complex needs through the coordination of appropriate support. We believe recovery is an individual process and that our role as a service is to provide opportunities, information and resources that will assist individuals to live the life they choose, in the community of their choice.

This document outlines the rights and responsibilities of individuals accessing PIR and employees delivering PIR.

You have the responsibility to:

- Engage in all decisions that affect you and to choose services from the community that best meet your needs within the limits of the resources available
- Contribute to the upholding of professional boundaries, including confidentiality, privacy, limitation of personal disclosure, lending or borrowing monies and purchasing gifts for individuals
- Respect the rights of employees to their human, legal and industrial rights including the right to work in a safe environment
- Have a representative participate in decisions relating to your care should you choose
- Engage in reflective practice to evaluate the impact of your behaviours on other individuals
- Accept responsibility for you own actions and choices
- Engage in appropriate grievance resolution procedures as necessary to ensure all parties are able to contribute to the best possible outcome

You have the right to:

- Be treated with courtesy and respect and to be free from any form of abuse, coercion, discrimination or exploitation
- Have personal privacy respected and confidentiality upheld in accordance with the legislation
- Access to your own confidential records held by Partners In Recovery
- Be fully informed of the type of service being offered and to disagree with any actions of workers
- Complain about the service you receive, without fear of retribution or being disadvantaged in any other way
- Have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern

Employees have the responsibility to:

- Enhance and respect the independence and dignity of the individual
- Assist you to identify opportunities for social inclusion and encourage you to remain connected to relationships, life roles and responsibilities
- Coordinate and review the effectiveness of supports provided, collaboratively with the individual
- Treat you with courtesy and respect
- Engage in reflective practice to ensure continual evaluation and improvement of
- Support an individual's ongoing learning and responsibility
- Ensure the upholding of appropriate and professional boundaries, including confidentiality, privacy, limitation of personal disclosure, lending or borrowing monies and purchasing gifts for individuals
- Accept your choice and involvement of an advocate to represent his or her interests.
- Engage in appropriate grievance resolution procedures as necessary to ensure all parties are able to contribute to the best possible outcome

Employees have the right to:

- Be treated with respect and be free from any form of abuse, coercion, discrimination or exploitation whilst working with you
- Work within agreed support times in a safe environment
- Have privacy and confidentiality respected and upheld
- Be able to terminate support sessions at any time if they believe it is appropriate to do so
- Not be put in compromising situations by individuals utilising the service

We value your feedback.

Do you have a complaint, compliment or suggestion?

You have the right to full and effective use of your human, legal and consumer rights when receiving support through PIR and to have all appropriate steps taken to resolve issues of concern. Should you have a complaint, compliment or suggestion, please contact your Support Facilitator or their manager to discuss. Alternatively, please contact the Partners In Recovery Intake Line on 1300 747 724 where you are welcome to chat to the Intake Supervisor or PIR Coordinator. If your complaint is still not resolved you can contact the Health Ombudsman on 133 646 or visit their web page at: <http://www.hqcc.qld.gov.au/>

We are committed to the prompt and effective resolution of complaints to the highest possible satisfaction of all involved.