



pathways
southwest

Towards better mental health

Patron

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Statement of Client's Rights and Responsibilities

Approved by: Pathways SouthWest Board of Management

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This policy applies to: Pathways SouthWest Board of Management, Staff, Students, Volunteers, Consumers, Carers, other Stakeholders and the General Public



Our Purpose

Providing access to responsive, holistic services for consumers, carers, families and the community to reduce the impact of mental illness.

Our Values

Hope: Belief in the potential of individuals with mental illness to live life to the full

Courage: Ensuring mental illness be seen

Respect: Acknowledging other opinions as having value

Humility: Willingness to appreciate others

Responsibility: Everyone is responsible to commit to action towards our Purpose

What is mental health support and recovery?

Mental health support provides opportunities for people with mental illness to commence and fulfil their own individual journey of recovery.

The most widely used definition of personal recovery is from Anthony (1993):

... a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness.

Recovery involves:

- Active participation in your own care.
- Focus on wellness and health.
- Working in partnerships so that you are actively involved in your own recovery through choice, taking responsibility for your thoughts, feelings and actions so that you take control of your life.
- Building on strengths.
- Being actively involved in goal setting so that you can see outcomes to show your progress.
- Purposeful valued activity.

Recovery helps you plan from the moment you enter our service to when you leave our service. It provides opportunities for you to:

- Set your own goals and have your say in your own care.
- Let us know what has worked well for you and ways that you can work in partnership with us.
- Ensure your plan is kept current throughout your time with us.

Recovery results in:

- Empowerment, hope and better quality of life.
- Improved self-esteem and confidence.



Our clients are our focus! We are committed to providing an environment and services where people are empowered; and ensure that clients' rights are respected and upheld at every opportunity. As service users, clients should be aware that they also have responsibilities to the organisation.

Client's Rights

When accessing our services, you and your nominated representative have the right to:

1. Receive confidential service.
2. Be listened to with respect.
3. Experience safe, non-judgemental service.
4. Refuse a service you are not comfortable with.
5. Be informed about staff roles.
6. Be given information that is clearly understandable and be assured that you may ask for clarification as necessary.
7. Give or refuse permission for your information to be shared with another agency. Information may be shared without permission when there are personal risks to you or others.
8. Participate in the decisions about the service you receive.
9. Have an interpreter if your first language is not English.
10. View your records and be told how to go about this.
11. Complain about the service you receive, without fear of retribution, in accordance with Pathways SouthWest Feedback Policy.
12. Have all complaints or allegations involving you dealt with in a confidential and prompt manner. You may engage an advocate of your choice to represent your interests.
13. A "Recovery Star" which helps to identify your goals and what is important to you for your care and recovery.



Client's Responsibilities

When accessing our services, you have the responsibility to:

1. Be actively involved in your own recovery and contribute to your own support by sharing information openly and honestly with us.
2. Participate in identifying personal goals via a care plan which is designed to promote your involvement in your own care.
3. Behave in a socially appropriate manner.
4. Respect the rights and opinions of others you meet through your interaction with Pathways SouthWest.
5. Be compassionate towards others.
6. Be unaffected by illegal drugs or alcohol when in contact with Pathways SouthWest staff or activities.
7. Keep confidential any information you may become aware of during your contact with our services about fellow clients, staff and others.
8. Immediately report any incident, to staff or management, which appears to involve mistreatment of you or any other person.
9. Immediately report to staff any hazard or accident at Pathways SouthWest premises or other locations where activities take place.
10. As an employer, Pathways SouthWest is obliged to provide staff with a smoke-free environment. We ask clients to support this by:
 - a. Only smoking in designated areas when attending activities, and
 - b. Not smoking (or by smoking outside) when staff are home visiting.

Pathways SouthWest' Rights

Pathways SouthWest Inc reserves the right to withdraw services if duty of care responsibilities to clients or staff is demonstrably compromised.