

APMHA HealthCare Ltd. Privacy Statement:

Protecting your privacy

APMHA HealthCare Ltd. is committed to providing you with the highest level of service and confidentiality, and this includes protecting your privacy. APMHA HealthCare Ltd. is bound by the *Privacy Act 1988* and the *Privacy Amendment (private sector) Act 2000*, which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information.

All information collected about you is confidential and will be stored securely in a locked place. At any time, you may request to see information held about you. You also may withdraw from the program at any given time and this will not affect your treatment in any way.

ACCESS: You have a right to access health care and ask questions about your health care. You can ask to see information in health record and ask to change information if it is wrong

SAFETY: You have a right to safe and high-quality care

RESPECT: You have a right to be treated with dignity and respect. This includes respect for your culture, age, gender, religious / spiritual beliefs, sexual orientation, disability, experiences, values and beliefs

COMMUNICATION: You have a right to be informed about services, treatment, options and costs in a clear and open way. When necessary, we can help you find an interpreter

PARTICIPATION: You have a right to be included in decisions about your care

SUPPORT: You have the right to have someone to give you support in most circumstances

COMPLAINTS: It is okay to complain. Your complaints lead to better services

PRIVACY: You have a right to privacy and confidentiality of your personal information

COMMENT: You have a right to comment on your care and to have your concerns addressed

WITH YOUR CONSENT, YOUR FAMILY AND CARERS HAVE A RIGHT TO:

- Be treated with dignity and respect at all times
- Be recognised, respected and supported as partners in your care
- Be involved in providing information to the clinician that can help your care and recovery
- Receive information about your mental illness, its likely causes, treatment options and outcomes
- Have their rights explained and receive a copy of this charter
- Be supported in their caring role.

IF YOU NEED HELP, PLEASE ASK THE PERSON OR ORGANISATION PROVIDING THE SERVICE