



Carer Rights and Responsibilities

Carers of Consumers at Neami have a right to:

- Be respected regardless of culture, language, disability, gender, sexual orientation, religion, age, or lifestyle.
- Be recognised as an individual and as a person in a carer relationship.
- Have their views and opinions invited, heard and respected.
- Receive clear information, in the language of their choice, about the service Neami provides and to be provided the opportunity to ask questions.
- Be able to involve an advocate or interpreter at any time.
- Have their privacy and confidentiality respected.
- Participate in the key decision making processes about the person they are caring for – unless the consumer or authorised decision maker has made a current informed decision to withhold consent.
- Have the health and wellbeing of the carer acknowledged as an integral part of support for the consumer.
- Information about services that support carers' health and wellbeing.
- Be able to provide feedback or complaints about any aspects of the service, and to have an appeals process available to them.

Carers of Consumers at Neami have a responsibility to:

- Respect the human worth and dignity of the person they are caring for.
- Be supportive of the support options that are consistent with the consumer's choice and wishes, and are in the best interests of the consumer.
- Respect Neami staff and students, regardless of culture, language, disability, gender, sexual orientation, religion, age, or lifestyle.
- Consider the opinions and skill of Neami staff in providing support for the consumer.
- Co-operate, as far as is possible, with reasonable support activities aimed at supporting recovery.
- Inform Neami staff when their ability to perform a caring role is compromised, or their role has come to an end.
- Maintain confidentiality of all persons whom they may meet through the person they are caring for accessing services at Neami.
- Accept that whilst recognising sharing of information is important, not all information about the consumer or service provided will be shared at all times.

* This statement was developed in consultation with Carers and Consumers of Neami National services, and has been referenced against MHCC Statement of Carer Rights and Responsibilities.



We acknowledge Aboriginal people as the traditional owners of the land we work on and pay our respects to their elders past and present.

We welcome and appreciate diversity in all its forms, including staff and consumers, and believe diversity makes our teams, services and organisation stronger.

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