



# Your rights and responsibilities

**You have a right to full participation in our services and the decisions that affect you. This document provides information about your rights and responsibilities as a consumer of Neami services.**

## Talking with your worker

When you first meet with your worker, it's important that you discuss and clarify your rights, what you can expect from Neami services and the way you and your worker will work together.

We expect that the relationship you have with your worker will grow into one of trust, respect and shared responsibility.

There are laws and standards protecting the rights of people receiving support. On top of this, Neami has specific guidelines to make sure you get the best possible service.

## Your rights as a consumer

At Neami, you have a right to:

- Participate in services freely
- Expect high quality, integrated, recovery-focused and accountable services
- Participate in the decisions that affect you
- Be actively involved in the development, planning, delivery and evaluation of services
- Withdraw from any part or all of your involvement with Neami at any time
- Be always treated with dignity and respect
- Know the identity and qualifications of your worker

- Request a change of Support Worker
- Access your file on request
- Have a carer, friend, family member and advocate come to meetings
- Have your privacy and confidentiality protected
- Not be discriminated against because of gender, cultural background, language, sexual orientation, gender identity, communication abilities or physical abilities
- Have access to an interpreter
- Personal safety and protection from abuse, harassment and bullying
- Provide feedback or make a complaint to your Neami Support Worker, Service Manager or State Manager face-to-face, by phone, email or in writing
- Provide feedback or make a complaint directly to the National Complaints Officer by phone or in writing (details overleaf).

## Your responsibilities as a consumer

As a Neami consumer, you have a responsibility to:

- Respect Neami staff, students and consumers, regardless of culture, language, disability, gender, sexual orientation, religion, age, and lifestyle
- Ensure how you speak, communicate and behave towards others is respectful, e.g. use of appropriate language
- Not use or be under the influence of alcohol, non-prescribed medications, drugs or other substances during your time with Neami staff and consumers

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- Let staff know of any changes in your circumstances or level of wellness that may affect the ability of staff to provide support
- Contribute to a healthy and safe environment for staff, e.g. provide a smoke-free home environment during visits
- Provide complete and accurate information to Neami staff and other services to ensure high-quality support
- Maintain confidentiality and respect the privacy of people who you meet while accessing Neami services
- Notify staff or our Complaints Officer if you have any feedback, complaints or suggestions about the support you receive. Provide feedback in a constructive and respectful manner
- Act in an environmentally sustainable manner when using Neami resources.

There may also be additional responsibilities relating to the service you are receiving, for example, a residential or outreach service. We will advise you of any additional responsibilities before you engage with our services.

### **Questions about your rights or responsibilities**

Please talk to your Support Worker or any Neami staff member if you have questions about your rights or responsibilities.

### **Neami Complaints Officer**

Phone: (03) 8691 5300

Email: [feedback@neaminational.org.au](mailto:feedback@neaminational.org.au)

Letter: National Complaints Officer  
Neami National  
4-8 Water Road, Preston  
VIC, 3072

[www.neaminational.org.au/feedback](http://www.neaminational.org.au/feedback)

### **More information about your rights**

If you would like to know more about your rights you can contact the Australian Human Rights Commission at [www.humanrights.gov.au](http://www.humanrights.gov.au) or phone 02 9284 9600.

You can also contact your state-based complaints body or ombudsman. Contact details can be found at [www.neaminational.org.au/advocacycontacts](http://www.neaminational.org.au/advocacycontacts)

