

FAMILIES AND CARERS

YOUR RIGHTS AND RESPONSIBILITIES AT ORYGEN

Orygen respects and values the role family and carers have in the mental health recovery of young people. It's important you are aware of what your rights are as a family member or carer of a young person receiving care at Orygen, and that you feel able to speak up if you don't feel they are being met.



You have the right to

- ✓ Receive a copy of your rights and have them explained so you understand them
- ✓ Have your rights enforced in accordance with the *Carers Recognition Act (2012)*
- ✓ Feel recognised and valued as a support person when the young person has consented to your involvement in their care
- ✓ Have your privacy, confidentiality, human worth and dignity respected
- ✓ Receive answers to your questions as well as services, information, education and training that assist you to provide care and support
- ✓ Participate in the development of social, health and mental health policy
- ✓ Place limits on your resources and availability to the young person
- ✓ Provide feedback to improve Orygen's services and get assistance to do this if needed, including by an advocate

- ✓ Receive support for your own difficulties that may related to supporting, caring for or advocating for the young person
- ✓ Provide information to health service providers about family relationships and the young person's mental state

Where the young person consents (and legislation allows), you also have the right to:

- ✓ Contact the young person while they are undergoing treatment
- ✓ Participate in decisions about the young person's treatment and ongoing care
- ✓ Seek and receive additional information about the young person's support, care, treatment, rehabilitation and recovery
- ✓ Be consulted about treatment approaches being considered for the young person
- ✓ Arrange support services for the young person, such as respite care and counselling
- ✓ Receive any information that the young person requests you should receive

Your responsibilities are to

- ✓ Respect the humanity and dignity of the young person
- ✓ Consider the opinions and skills of professional and other staff involved in the care of the young person
- ✓ Find the young person appropriate professional help if you believe they need mental health support
- ✓ Cooperate with reasonable programs of assessment, individualised care planning, support, care, treatment, recovery and rehabilitation of the young person
- ✓ Follow any confidentiality obligations set by Orygen and the young person in accordance with the *Privacy Act* and *Mental Health Act*

Orygen's responsibilities are to

- ✓ Identify and welcome family members and carers at first contact with Orygen and keep their contact information
- ✓ Provide family members and carers with information and support
- ✓ Seek informed consent from young people to share information with you and vice versa, and manage situations where young people don't consent
- ✓ Regularly review decisions to share information
- ✓ Where the young person consents, involve families and carers as partners in recovery, treatment, care and planning, including discharge planning.
- ✓ Transfer information, including family/carer contact details, across services
- ✓ Ensure clinicians and staff are supported to understand confidentiality, privacy and information sharing



Orygen acknowledges the Traditional Owners of the lands we are on and pays respect to their Elders past and present. Orygen recognises and respects their cultural heritage, beliefs and relationships to Country, which continue to be important to the First Nations people living today.

**REVOLUTION
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ORYGEN.ORG.AU

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