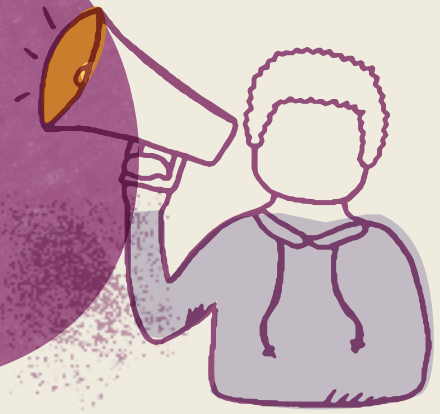


RIGHTS AND RESPONSIBILITIES



It's very important that you are aware of what your rights are as a consumer, and that you feel able to speak up if you don't feel they are being met.

All people using Orygen Youth Health (OYH) have the right to

- ✓ Be and feel physically and emotionally safe
- ✓ Be treated with respect and dignity
- ✓ Be spoken to in a respectful manner
- ✓ Have an opinion, express an opinion and be listened to
- ✓ Have their need for private time and space recognised
- ✓ Not be discriminated against
- ✓ Have access to an interpreter as required
- ✓ Be respected with regard to the confidentiality and privacy of their information

People using OYH also have some responsibilities

- ✓ To be aware of the rights of others
- ✓ To communicate openly and honestly
- ✓ To discuss changes in condition and treatment plans
- ✓ To discuss and clarify diagnosis and treatment
- ✓ To discuss and clarify side effects of treatment
- ✓ To work together to improve the effectiveness of treatment
- ✓ To provide feedback on the service and or care

Young people also have the right to

- ✓ Receive a copy of their rights, know their legal status, whether voluntary or involuntary, and have their rights explained so that they understand them
- ✓ Be informed of what is happening at all times and be involved in making decisions about their treatment and care
- ✓ Receive information and ask questions so that they are able to fully understand everything
- ✓ Know how to make suggestions, compliments and complaints and be assisted to do this if needed
- ✓ Request the assistance of an advocate

FEEDBACK AND COMPLAINTS - SPEAK OUT FORMS

OYH wants to offer the best service possible and we're always on the look out for what we can do to improve. If you would like to tell us about something we could do better, something great we've done, or something you're unhappy about, then you can fill out a Speak Out Form. Providing feedback is a right. It will not have a negative impact on your care.

Speak Out Forms are purple brochures located throughout the service that can be used to submit feedback, comments or complaints. You can also fill out the form on our website.

Feedback can be submitted by a young person, a family member, a friend or another service provider. You can write in any language and we'll have it translated. We can also assist you by arranging an interpreter.

WHAT HAPPENS WITH YOUR FEEDBACK?

Once a Speak Out Form is submitted, feedback is uploaded onto an online system. This system is there to ensure that we follow up matters within 30 days. Your feedback is then directed to the program manager of the right part of the service, for them to follow up.

If you've provided your name and contact details, the program manager or another relevant staff member will get in touch with you within 30 days, to discuss the feedback you've provided.

If you haven't provided contact details, staff will still follow up and address the matter and take your feedback on board – but they won't be able to let you know what action has been taken.

The Platform Team is a group of young people that get together on a regular basis to advocate for young people who attend at Orygen Youth Health. They receive a regular summary of the type of feedback and complaints being submitted by young people and their families and carers. This summary allows the Platform Team to identify which areas of the service require improvements and changes, and how they can work together with the organisation to help make OYH a better place. You can find out more about the Platform Team and other Youth Participation Programs on the **Youth Participation Factsheet**.



Providing feedback is a right. It will not have a negative impact on your care.



YOU CAN ALSO FILL OUT THE FORM ON OUR WEBSITE.
<http://oyh.org.au/speakout-submission-form>