

RESPONSIBILITIES OF WORKERS

- Staff are responsible to store all documentation in a secure way to maintain confidentiality.
- Staff members of the agency will seek consent prior to obtaining or releasing information to and from other service agencies and relevant family members.
- Staff have the responsibility to be non-judgemental and treat all service users with dignity, respect and privacy in regards to our service delivery.
- Staff will sign a confidentiality document and are ethically bound to treat all personal information confidentially during the time of employment and thereafter.
- Staff have a professional obligation to give clients knowledge, information and skills, which will assist clients to develop independent living and social skills to their maximum human potential.

CONTACT NUMBERS

Local Mental Health Services:

Great Southern Community Mental Health Service:
(08) 9892 2440

Mental Health Law Centre:(08) 9328 8266

Freecall:.....1800 620 285

Advice Line(08) 9328 8012

Mental Health Advocacy Service:
(08) 6234 6300

or Freecall:1800 999 057

Website: www.mhas.wa.gov.au

Health and Disability Services Complaints Office
(HaDSCO):.....(08) 6551 7600

Freecall:.....1800 813 583

Health Consumers' Council:.....(08) 9221 3422

or Freecall:1800 620 780

Legal Aid WA Info Line:.....1300 650 579

Aboriginal Legal Service of Western Australia
(Inc.):.....(08) 9265 6666

or Freecall:.....1800 019 900

Albany Office:.....(08) 9841 7833

or Freecall:.....1800 016 715

Carers WA:1300 227 377

Counselling Line (Freecall):.....1800 007 332

Albany Migrant Resource Centre:
(08) 9841 1190

Translating & Interpreting Service:.....131 450



Rights And Responsibilities

ALBANY OUTREACH SUPPORT

Lotteries House 211-217 North Road, Albany 6330

Phone: (08) 9841 3113 Fax: (08) 9842 2667

Email: outreach@albanyhalfwayhouse.org.au

ALBANY HALFWAY HOUSE ASSOCIATION INC.

AHHA is committed to managing a professional and accountable service that also provides appropriate advocacy and referral information.

MISSION STATEMENT

To provide a community based and managed service to adults diagnosed with mental illness by working cooperatively with service users, and other agencies, to encourage self empowerment and determination in the development of skills that will enhance the lives of individuals.

CONSUMERS RIGHTS AND RESPONSIBILITIES

1. Each consumer of the AOS Program has the right:

- 1.1. To full and effective use of his or her personal, civil, legal and consumer rights
- 1.2. To quality support appropriate to his or her needs.
- 1.3. To full involvement in the development of their recovery plans
- 1.4. To be treated with dignity, respect and to live without exploitation, abuse or neglect
- 1.5. To live without discrimination, victimisation and without being obliged to feel grateful to those providing his or her support and accommodation
- 1.6. To personal privacy
- 1.7. To live in a safe, secure and homelike environment
- 1.8. To be treated and accepted as an individual and to have his or her individual preferences taken into account and treated with respect
- 1.9. To continue his or her cultural and religious practices and to keep the language of his or her choice without discrimination.
- 1.10. To select and maintain social and personal relationships with anyone else without fear, criticism and restriction
- 1.11. To freedom of speech
- 1.12. To maintain control over, and to make decisions about the personal aspects of his or her daily life, financial affairs and possessions
- 1.13. To be involved in the activities, associations and friendships of his or her choice, both within and outside the AOS service

- 1.14. To have access to services and activities available generally in the community.
- 1.15. To be consulted on, and to choose to have input into decisions about the living arrangements of the residential care service
- 1.16. To have access to information about his or her rights, individual recovery plans, accommodation and any other information that relates to him or her personally.
- 1.17. To complain and to take action to resolve disputes
- 1.18. To have access to advocates and other avenues of redress
- 1.19. To be free from reprisal, or a well founded fear of reprisal, in any form for taking action to enforce his or her rights

2. Each consumer of the AOS Program has the responsibility:

- 2.1. To respect the rights and needs of other consumers within the AOS service and to respect the needs of the AOS community as a whole
- 2.2. To respect the rights of staff to work in an environment that is safe and free of harassment.
- 2.3. To care for his or her own health and well-being, as far as he or she is capable.
- 2.4. To inform his or her Case Manager, Support Workers and Medical Practitioners', as far as he or she is able, about his or her current state of health.

