

My Rights and Responsibilities

WE ARE MERIDIAN.
WE ARE A PEER-LED,
COMMUNITY-
CONTROLLED
ORGANISATION.

WE CELEBRATE
DIVERSITY,
STRENGTHEN
COMMUNITY AND
EMPOWER
INDIVIDUALS TO LIVE
THEIR BEST LIVES.



I have a right to:

Respect

- Be treated with respect and dignity by all people at Meridian
- Have your culture, identity, beliefs and choices recognised and respected

Care

- Have all your care delivered in accordance with relevant Commonwealth, state/territory legislation, related Acts, and Meridian policies and procedures.
- Have your needs understood in a way that is meaningful to you and appropriate services are engaged when required to support this.

Safety

- Feel safe and secure while accessing services

Privacy

- Have your information treated confidentially and have your privacy maintained to the extent that it does not impose serious risk to you or others.

Access

- Access services and programs depending on eligibility

Information

- Be given information to assist you to make informed, confident choices about the services you receive
- Be involved in planning your care as well as deciding what services are most appropriate for your needs
- Withdraw your consent to release personal information at any time
- Request access to your own record in accordance to relevant Commonwealth, state/territory legislation and a suitable time will be arranged.

Be heard

- Choose an advocate, support person, or interpreter to speak on your behalf
- Have your suggestions, feedback or complaint treated seriously without fear of being disadvantaged in any way

I have a responsibility to:

Respect

- Respect the privacy and confidentiality of other people who use the Meridian services
- Treat everyone with respect and courtesy, and to speak politely to staff and other service users

Assist

- Actively participate in your individual service planning
- Let staff know if your circumstances change
- Attend your appointments with Meridian workers and if unable to attend make every effort to contact Meridian 24 hours prior to your appointment.

Keep others safe

- To not attend Meridian premises whilst under the influence of alcohol or drugs.
- To not be involved in any unlawful activities or behaviour while using the service. These include but are not limited to:
 - Using or dealing illegal drugs
 - Verbally or physically threatening or assaulting another person
 - Stealing or damaging property belonging to clients, staff or other visitors
 - Giving false information in order to gain financial or other assistance

If your behaviour does not respect other people or if you engage in unlawful or illegal activity on the premises you will be asked to leave and access to services of the Meridian may be restricted. Please discuss any concerns regarding the code of conduct with a member of staff.