

Carers' 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

- To be treated with respect and dignity by all people at Meridian.
- To have my culture, identity, beliefs and choices recognised and respected.
- To have my caring role valued as important to us and to client recovery.

Care

- To have my rights, choices, human rights, quality of life and well-being needs, and the challenges I experience as a carer, respected by us.
- To have my caring role and my own needs understood and appropriate services engaged when required to support me with achieving this balance.

Safety

- To feel safe and secure while accessing services.

Privacy

- To have my information treated confidentially, and my and the client's privacy maintained, to the extent that any serious risk to me, the client, or others is mitigated.

Access

- To access services and programs depending on eligibility.

Information

- To work in partnership with us and the client and contribute information and views that might help us support clients and contribute to recovery goals.
- To receive information about our services and recovery-oriented mental health practice, within the boundaries of our commitment to client confidentiality.
- To have my caring relationship to the client respected, even when the client doesn't give us consent to share their information with me.

Be heard

- To partner with us, other service providers and the client, in supporting client recovery.
- To have my suggestions, feedback or complaint treated seriously without fear of being disadvantaged in any way.

I have a responsibility to:

Respect

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

Assist

- To let staff know if my circumstances change.
- To attend my 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 my behaviour does not respect other people or if I engage in unlawful or illegal activity on the premises I will be asked to leave and access to services of the Meridian may be restricted. Please discuss any concerns regarding this code of conduct with a member of staff.

Carers' Support Guide

Organisations that can assist carers:

Mental Health Carers ARAFMI Australia: www.arafmiaustralia.asn.au

Mental Illness Fellowship of Australia: www.mifa.org.au

Children of Parents with a Mental Illness (COPMI): www.copmi.net.au

The Australian Government site on mental health: www.mentalhealth.gov.au

Department of Health and Ageing: www.health.gov.au

Commonwealth Respite and Care Link Program: freecall 1800 052222 or www9.health.gov.au/ccsd

Carer Gateway & Emergency Respite: phone: 1800 422 737

Calling this number between 9-5 will connect you with the local Carer Gateway service delivery provider in the relevant State or Territory region that you are calling from.

If you are calling from the ACT, please select Option 1 and you will be transferred to Carers ACT.

You can call this number 24 hours a day and press 1 to arrange Emergency respite.

Carers ACT: www.carersact.org.au or phone: 02 9296 9900

PFLAG (Parents and Friends of Lesbians and Gays): pflagaustralia.org.au/about

ADACAS (ACT Disability Aged Carer Advocacy Service): Free advocacy and information to people with a disability, people experiencing mental ill health, older people and carers, www.adacas.org.au
Ph: 02 6242 5060, Email: adacas@adacas.org.au

If you, or someone you know, is at risk of harm please contact the below services:

In an emergency, please contact 000.

QLife | Open 3pm – midnight | **1800 184 527** | qlife.org.au

Lifeline | Open 24/7 | **13 11 14** | www.lifeline.org.au

Domestic Violence Crisis Service | Open 24/7 | **(02) 6280 0900** | dvcs.org.au

Access Mental Health on 1800 629 354 or 02 6205 1065. Access Mental Health offer mental health services that are available 24 hours a day, 7 days a week. These services give you access to assessment and treatment services and offer advice and information on a range of mental health issues.

For those aged under 25, there are also the following services available:

Kids Helpline | Open 24/7 | **1800 551 800** | kidshelpline.com.au

Eheadspace | **1800 650 890** | www.eheadspace.org.au