



Client rights and responsibilities



You 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 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 for appropriate services to be 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 help you make informed, confident choices about the services you receive
 - be involved in planning your care and 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 with relevant Commonwealth, state/territory legislation
- 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.

You have a responsibility to:

- Respect**
 - respect the privacy and confidentiality of other people who use Meridian services
 - treat everyone with respect and courtesy, and 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 before your appointment
- Keep others safe**
 - not attend Meridian premises while under the influence of alcohol or drugs
 - not be involved in any unlawful activities or behaviour while using the service, including 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 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. Your access to Meridian services may be restricted. Please discuss any concerns regarding the code of conduct with a member of staff.