

Complaints

You have the right to:

- written information about how to make a complaint
- make a formal complaint about anything that concerns you while using the service
- make a complaint without fear of being disadvantaged
- be kept informed about the progress of your complaint
- expect that any complaint will be responded to in a respectful and a timely manner.

Your role and responsibilities

As a parent or carer, you will have a lot to contribute to helping and supporting the child or young person. It will help you and them to get the most out of your time in the service if you:

- keep appointment times, or if unable to do so, notify the service as soon as possible
- treat staff with courtesy
- respect the privacy and needs of others attending the service
- treat staff as partners with you in assisting the child or young person
- provide accurate and honest information to help the service in the treatment of the child or young person
- let staff know if you don't understand the advice you are given
- are actively involved in the care and treatment of your child
- understand that choosing not to act on advice may affect the outcome of treatment
- understand the child's or young person's rights.

The child and young person's rights

While your child is attending a mental health service they have the right to:

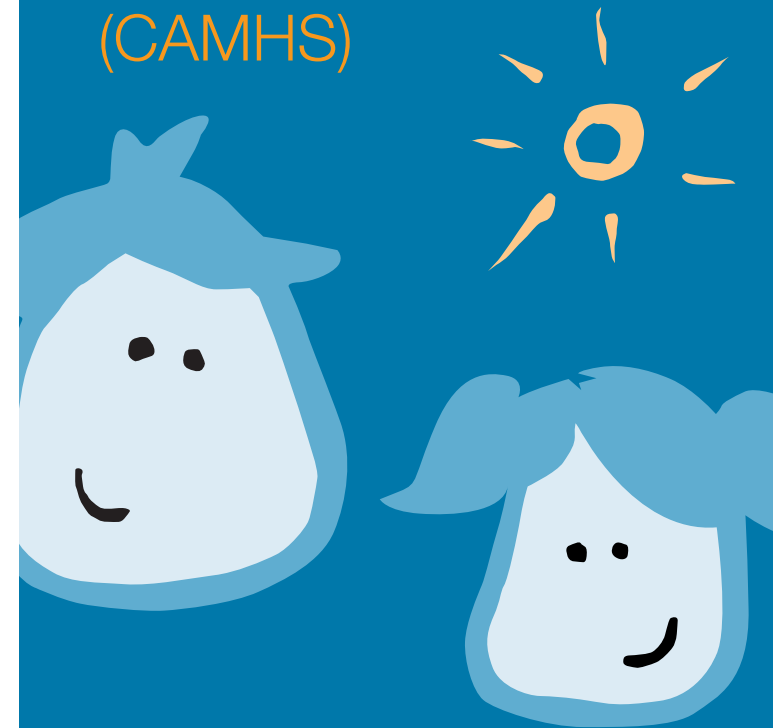
- be told about the service and why they are going
- be supported in a safe environment
- talk about how they are feeling
- be listened to
- ask as many questions as they want and receive answers they can understand
- have an opinion about what directly effects them
- be included in decisions about their treatment
- spend time on their own with the worker if they wish
- be supported in telling someone if they are unhappy with anything about the service
- Access his/her own health information if the child is capable of consent, and that it is consistent with the Health Records Act 2001 and the Freedom of Information Act 1982.



Austin Health
Child & Adolescent Mental Health Service



Charter for parents and carers of young people who use a **Child and Adolescent Mental Health Service (CAMHS)**



Mission statement

The Victorian Child and Adolescent Mental Health Service, as part of the public health system, will continuously strive to achieve best practice as reflected in this charter.

Aims

This charter aims to make sure that parents and carers are aware of their rights and responsibilities, and be confident that they will be upheld by the service. Where the service fails to observe your rights, you can express your concerns via the service's complaints procedure.

The Charter complies with the National Standards for Mental Health Services.

Your rights

You have the right to be treated with dignity and respect regardless of what you say or think; family background; race, religion, age, gender, ethnicity or abilities.

Information

You have the right to:

- receive a written statement of your rights and have the opportunity to discuss them with staff
- ask questions and receive answers in a way that you can understand
- have an appropriately trained interpreter
- knowledge about how the service operates
- know how to access the service after hours or in an emergency situation
- receive sufficient information and support to allow you to make a contribution to the care and treatment of the child or young person, depending on their age and stage of development, except when this infringes on their rights to privacy and confidentiality.

Privacy

You have the right to:

- receive written information and a verbal explanation about what happens to personal information you provide
- confidentiality regarding your personal information, however there are some exceptions to this in the law
- be asked for permission and to be informed if you are invited to be involved in research or training
- expect that identifying information will not be included if your story is used as a case study for research or training
- access the child's or young person's file where appropriate.* (This is provided for under Freedom of Information legislation and there may be a cost associated).

* Existing court orders and/or custody status may impact on the decision to release information.

Choice and participation

You have the right to:

- have your language and your cultural and religious practices respected
- to ask questions regarding care and treatment and to have your questions answered in a way that you can understand
- have input into decisions regarding care and treatment and have your opinions respected
- express your concerns about treatment and/or ask for a second opinion and feel comfortable in doing so
- give feedback about the service and be involved in consumer participation processes
- be informed that your involvement in the treatment may change as the young person matures.

The service prefers to seek input from parents/carers before making decisions about care and treatment. However, there may be situations where the young person's wishes may be accepted if they are seen to have developed the necessary ability and understanding to consent to treatment.

Leaving the service

You have the right to:

- be involved in discussion and decision-making when planning for the future
- be given both verbal and written information which details the child's or young person's involvement with the service
- know how to re-contact the service after leaving
- information about other services available and how to access them, including a referral where appropriate.