



Consumer Rights Policy

Review by: August, 2008

Policy

Neami staff will respect the following rights of consumers regardless of their own personal beliefs or professional values.

In respecting these rights Neami aims to give consumers as much power as possible in how they use Neami resources and services while still achieving Neami's accountability requirements.

Procedure

Staff of Neami will ensure consumers are aware of their rights. Consumers have a right to;

- Attend Neami freely and under no duress to do so
- Considerate and respectful services of the highest standard regardless of: social status; age; gender; race; family situation; sexual preference; intellectual, physical or psychiatric disability; religious or political belief
- Know the identity, professional status and qualifications of the Neami worker providing service to them
- Privacy during consultation and direct service discussion
- Communicate in the language of their choice. If the consumer's first language is not English, the staff member will arrange an interpreter. Consumers must understand that this right is subject to available resources
- Access to their files except where information is expressly prohibited by law from being disclosed. The consumer will be fully informed of any such prohibition. Any information will only be given to consumers in the presence of their CRSW or CA[VA] for reasons of support and clarification
- Personal safety and protection from potential/actual harassment, threats etc. from other consumers when using Neami services
- Confidentiality regarding any information given to Neami staff. Access to this information is limited to the staff within Neami. This right is conditional in emergency situations
- Expect that all communications and records pertaining to their involvement with Neami be treated as strictly confidential. No disclosure of information will be made without written or verbal permission of the consumer, except where Neami is under a legal obligation to do so or there are duty of care issues
- Seek assistance from the CEO of Neami if they are not satisfied with the service delivery they obtain at Neami (see Consumer Complaints Procedure)
- Make suggestions which they consider would improve their service usage. This includes amendments to policies and/or procedures
- Ask questions if they are unsure of what is happening, or if they would like more information about anything to do with Neami policy or activities

- Have a friend, member of their family and/or advocate to come to meetings with the CRSW/CA[VA] with them. Staff will be informed of such arrangements first
- Access all Neami policies. Each Neami service is expected to review policies with consumers as part of regular reviews
- Withdraw, preferably after discussion with staff members, from any part or all of their involvement with Neami at any time
- Be involved in the governance and management of Neami through election to the Board. All Board members are bound by certain protocols and responsibilities detailed in the Governance Policy of this manual

If consumers are not satisfied with their allocated CRSW/CA[VA] and wish to change, they have the right to approach the staff member or Line Manager to discuss if it is possible to do so.

If consumers are unhappy about any decision made by Neami staff they have the right to discuss this with their allocated CRSW/CA[VA] or Line Manager of the relevant area.

Consumers have a further right to appeal to the CEO (see Consumer Complaints Procedure).