

Family Member/ Carer Rights & Responsibilities Information Sheet



RIGHTS STATEMENT

Richmond Fellowship Queensland (RFQ) respects and values the role of family members/carers. You have a number of rights that reflect the service standards of RFQ and its government funders, and the *RFQ Staff Ethical Code and Guidelines*.

These include the **right** to:

be treated with respect, courtesy and dignity, and in accordance with RFQ's values

- have your wellbeing considered by RFQ, as it is important to us and to client recovery that your wellbeing is maintained
- have choices and opportunities, to enjoy optimum health, and social, spiritual and economic wellbeing, and to participate in family, social, and community life, employment, and education
- be recognised for the challenges you face in balancing your caring role with other roles and your own needs, and be supported to achieve that balance
- be provided with information about recovery-oriented mental health practice
- be provided with information about the services the client is receiving, with their consent
- privacy and confidentiality in relation to your personal information, and be informed about confidentiality obligations and limitations, if the client does not want their information shared
- be supported to contribute information and views that might help us support the client and contribute to their goals
- an independent person of your choice to support you in your interactions with RFQ
- have your relationship with the client be respected and honoured
- work in partnership with RFQ, the client, and other service providers
- have your language and cultural needs be respected

RESPONSIBILITIES STATEMENT

As someone caring for a client accessing services of RFQ you have a number of responsibilities.

These include the **responsibility** to:

- treat RFQ staff members with courtesy and dignity and in accordance with RFQ's values
- work in collaboration with staff and support workers
- communicate openly and honestly with RFQ staff about your needs and other matters relating to the client's support