CHARTER OF RIGHTS

WHITE CLOUD FOUNDATION

Everyone who is seeking or receiving care in Australia has certain rights as detailed in the Australian Charter of Health Care Rights.

White Cloud Foundation promotes these rights in the following ways:

1 ACCESS

- You have the right to access our service in a way that meets your needs, appointments will be by phone or video call. Our clinicians will call you for your booked appointments.
- There is no charge for our service and you are not required to have a Mental Health Care Plan.
- You can see one or all of the different types of clinicians.
- Our service is available to anyone over the age of 18 in Australia and aged 12-18 years olds in Queensland.

2 SAFETY

- You have the right to receive safe, high quality care.
- All of our staff adhere to a Code of Conduct that sets standards for behaviour, language and interactions.
- If you have any concerns you have the right to raise these and have them dealt with appropriately.

3 RESPECT

- You have the right to be treated with dignity and respect and the White Cloud Foundations values reflect this, both for interactions with service users and within the organisation itself.
- Clinicians will listen and be respectful of your preferences in regard to ways in which our service is delivered.

4 PARTNERSHIP

- You have the right to be involved in open, honest communication with our clinicians and service managers.
- We will provide you will a detailed consent form and we are happy to explain the ways we work in more detail at any point.
- You have the right to ask questions about the care we provide at any point and you can choose when you want to stop, change or pause your care.
- We will inform you if we cannot provide you with a service and suggest other services that may be appropriate for you.
- You have the right to involve others in your care as you choose in accordance with State Law.

5 INFORMATION

- You have the right to receive information about the way we provide service to you and to ask questions that help you to understand this.
- We provide informed consent and you can ask at anytime for further information about this.
- You can request your information at anytime in accordance with Australian Law.
- We will tell you if something goes wrong and explain the ways in which we are addressing this issue.

6 PRIVACY

- You have the right to have your personal privacy protected and the ways we collect, use and discuss information are in accordance with Privacy laws.
- Your information is kept confidential and is not disclosed unless it is required by law.
- You have the right to raise concerns about how your information has been handled.

7 GIVE FEEDBACK

- You have the right to provide positive or negative feedback to us and this will not affect the way is which you are treated.
- We welcome input from our service users as this helps us to improve the quality of the service we provide.
- You have the choice in the way you provide feedback, this could be to your clinician or via email telehealthmanager@whitecloudfoundation.org
- Any concerns will be responded to in a timely way.