

As an advocacy service that upholds the rights of people using Victorian alcohol and other drug (AOD) services, the Association of Participating Service Users (APSU) is happy to introduce this charter of rights and responsibilities. The charter is based on the knowledge and experience of 160 AOD service users who participated in focus groups held across Victoria. The creation of this charter, by people who use Victorian AOD services, has endeavoured to follow a democratic process. The implementation of this charter will contribute greatly to a fairer Victoria.

(Association of Participating Service Users)

Victorian alcohol and other drug client charter

Accessibility

If you would like to receive this publication in an accessible format, please phone 9096 5234 or email consumers@health.vic.gov.au

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As a person using Victorian AOD services, you have the right to:

- be provided a service in a safe environment
- be provided a service in a fair, honest and non-judgemental manner
- be provided a service that is friendly and respectful
- be given adequate information on all available services and treatment
- participate in all aspects of service provision
- have information about you kept confidential unless disclosure is otherwise authorised
- be provided with a timely and effective service that responds to your needs
- make a complaint and have that complaint addressed efficiently
- be provided culturally sensitive services that take into account your values and beliefs.

As a person using Victorian AOD services, you have the responsibility to:

- be familiar with your rights and responsibilities as a person using Victorian AOD services
- contribute to maintaining a safe environment in the service you use
- treat others with respect and courtesy
- participate in the treatment process to the best of your ability
- follow the organisational complaints process; if you are not satisfied you can make an external complaint to the Department of Health or the Health Services Commissioner.

The responsibilities of agencies providing AOD services in Victoria are to:

- treat clients with respect, dignity and courtesy
- provide an accessible service that takes into account individual and cultural diversity
- plan and develop treatment plans and strategies in collaboration with clients
- achieve and maintain appropriate standards of proficiency and participate in ongoing professional review and development
- provide services in a safe environment and ensure that duty of care is maintained
- ensure client information is kept confidential unless disclosure is otherwise authorised
- provide adequate information to clients about organisational and independent complaints processes
- adhere to relevant professional and AOD codes of conduct and ethics
- comply with the *Victorian Charter of Human Rights*.