

## Consumer Rights

**Cyrenian House will treat its consumers with dignity and consideration and respect their right to:**

- Receive holistic treatment and support informed by evidence based practice principles
- Be treated in a non-discriminatory manner
- Respect other consumer's confidentiality
- Be supported to have equitable access to treatment and services
- Be informed of parameters of confidentiality and information sharing processes
- Give or withhold informed consent to treatment before any treatments commence
- Withdraw consent and refuse treatment at any time
- Be informed of any exchange of information that will be shared with any person, including family/ significant others and other services
- Be offered an interpreter service if there are any communication barriers as a result of culture, language, or disability
- Be given clear and understandable information and explanations of the service they will receive and supported to ask questions about the service and their treatment at any point
- Be provided with the opportunity to ask questions about the service prior to engagement and time to understand the information provided
- Be informed of any costs associated with the service and any methods of payment
- Be involved in treatment planning and decision making processes regarding treatment, including referrals to other service providers as required
- Be given the opportunity to participate in any treatment related to research that Cyrenian House offers and that may be relevant and of benefit
- Be informed of Cyrenian House consumer participation and feedback processes and supported to access these



Cyrenian House acknowledges the past, present and future Traditional Custodians of this land and recognise our services are situated on Whadjuk Nyoongar Country and Yarwo Country.

## Consumer Responsibilities

- Treat workers with respect, consideration and dignity
- Treat other consumers with respect, consideration and dignity
- Respect the privacy and confidentiality of other consumers accessing the service
- Ask questions of the service in order to understand an issue or process
- Answer questions truthfully and inform workers of relevant mental, physical or psychological health and drug use issues as accurately as possible to enable best care
- Inform workers of intentions to follow treatment plans and any experienced barriers
- Keep appointments and pay any relevant fees promptly
- Be aware of and respect that children and young people in the service have additional rights to physical, psychological and emotional safety and security. Abide by program and service guidelines, rules and expectations that uphold children's rights

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Healthy,  
inclusive and  
harm-free  
communities