

Your Responsibilities

To treat others politely and with respect

To respect privacy

To communicate to staff any needs or concerns

To participate in the feedback system

To commit to engaging with the community

To participate in the treatment program to the best of your ability

To be attend programmed training in an organized and timely manner

Feedback

We recognise every feedback submission as an opportunity to improve the quality of our service

We encourage you to use our feedback mechanism to submit both complaints and compliments

All feedback will be actioned by the Quality & Safety Manager

Feedback is discussed at the community meeting and other meetings when appropriate

All feedback is logged on the Risk & Quality Register and an action plan commenced

Feedback will be provided to the author

This information is confidential and not recorded in the client chart

Feedback Options

Feedback forms in East Lounge

Client Wellness Program

Client Exit Survey

Q & S Manager

Informal : Communication from staff, meetings & Clients

Health Services

Commissioner

If you are not happy with the outcome of your complaint you can ring the Commissioner on

1300582113



THE HADER CLINIC
MENTAL HEALTH SERVICES

Your Rights and Responsibilities



The Hader Clinic

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Our Vision

To empower

clients with the knowledge and

tools to achieve their optimal

drug and alcohol free potential



Your Rights

We will protect your rights and advocate for the individual and the community

We will identify ourselves clearly

We will welcome all individuals regardless of their identity

We will communicate clearly and honestly

We will respect and protect each individual's privacy

We will provide best practice treatment that is evidence based

We will protect your right to provide feedback and we will act upon any concerns

We commit to maintaining an equal relationship with our clients

We embrace the practice of person centred care

Your Privacy

Any information we collect will be respected and guarded to ensure confidentiality

All records will be maintained in a secure platform and maintained on a need to know basis

We will obtain your consent before disclosing information

We will respect your right of access to your individual record

Requests can be made through our privacy officer

Mission Statement

Our company is committed to relieving the suffering of addicts and their families from the pain of active addiction and untreated mental illness.

We seek to transform lives through treatment that is based on the 12 step program that addresses all aspects of the individual and their disease.

We will ensure that the client and their loved ones are provided with support that enables recovery from addiction and provides tools to empower them to reach their full potential

We will support a partnership that ensures the best possible clinical, social and psychological outcome

