

## CONSUMER'S RESPONSIBILITIES

When accessing Pathways SouthWest's services you have the responsibility to:

1. Contribute to your own support by being open and honest with the information you share with Pathways SouthWest.
2. Participate in the process to identify personal goals and work together with Pathways SouthWest support to try and achieve them.
3. Behave in a socially appropriate manner and respect the rights and opinions of others you meet through your interaction with Pathways SouthWest.
4. Be unaffected by drugs or alcohol when in contact with Pathways SouthWest staff or activities.
5. Keep confidential any information you may become aware of during your contact with Pathways SouthWest's services about fellow consumers, staff and others.
6. Immediately report any incident to staff or management, which appears to involve the mistreatment of yourself or any other consumer, volunteer, visitor or staff.
7. Immediately report to staff any hazard or accident at Pathways SouthWest premises or other areas where activities take place.
8. As an employer Pathways SouthWest is obliged to provide staff with a smoke-free environment. Consumers are asked to support this by only smoking in designated areas when attending activities, and not smoking or by going outside when staff are home visiting.

## PATHWAYS SOUTHWEST RIGHTS

Pathways SouthWest Inc. reserves the right to withdraw services if duty of care responsibilities to consumers or staff is demonstrably compromised.

pathways  
southwest

Towards better mental health



## Statement of Consumer's Rights and Responsibilities

### Pathways SouthWest's Vision

People with a lived or living experience of mental health issues deserve:

- Better Access,
- Better Care,
- Better Understanding

which enables a better life within our community

### Pathways SouthWest's Purpose

Pathways SouthWest is a unique organisation which partners with consumers to reduce the impact of mental illness; we promote recovery by providing specialised non-clinical mental health support.

### Pathway SouthWest Inc.

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## OUR VALUES

**Hope:** Belief in the potential of individuals affected by mental illness to live life to the full

**Courage:** Ensuring mental illness be seen

**Respect:** Acknowledging other opinions as having value

**Humility:** Willingness to appreciate others

**Responsibility:** Everyone is responsible to commit to action towards our Purpose

### WHAT IS MENTAL HEALTH SUPPORT AND RECOVERY?

Mental health support provides opportunities for people with a lived or living mental illness to commence and fulfill their own individual journey of recovery.

**The most widely used definition of personal recovery is from Anthony (1993):**

... a deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness.

### RECOVERY INCLUDES;

- Focus on wellness and health,
- Improving quality of life,
- Working together with service support to achieve personal goals, and;
- Building on strengths and developing self-esteem.
- Purposeful valued activity

**Our consumers are our focus! We are committed to providing an environment and services where people are empowered; and ensure that consumer's rights are respected and upheld at every opportunity. As service users, consumers should be aware that they also have responsibilities to the organisation.**

## CONSUMER'S RIGHTS

When accessing Pathways SouthWest's services you or your nominated representative have the right to:

1. Receive confidential service.
2. Be listened to with respect.
3. Experience safe, non-judgmental service.
4. Refuse a service you are not comfortable with.
5. Be informed about staff roles.
6. Be given information you clearly understand and be able to ask questions.
7. Give or refuse permission for your information to be shared with another agency. If there is a possibility of anyone being at risk information may be shared without permission.
8. Participate in the decisions about the service you receive.
9. Have an interpreter if your first language is not English.
10. View your records and be told how to go about this.
11. Complain about the service you receive without fear of retribution, in accordance with our Feedback and Complaints Policy.
12. Have any complaints and allegations made by or against you dealt with in a confidential and prompt manner. You may involve an advocate of your choice to represent your interests.

