

## MERCIFUL GROUP - YOUR RIGHTS AND RESPONSIBILITIES

### CARE

You have a right to:

- Competent care that is appropriate for your needs.
- Care, regardless of your age, gender, race, religion, political belief, sexuality, disability, health or legal status.
- Your interests being adequately represented, if necessary.

### ACCESS TO YOUR RECORDS

You have the right to request to:

- See information kept about you in your case file and to have a copy of that information.
- Nominate in writing another person to obtain this information for you.
- An explanation of information you do not understand
- Seek changes or additions to information and to have your comments included in your file.

There are a number of ways MERCIFUL GROUP may give access to personal information, these include:

#### **Allowing the individual to inspect the information held;**

- Providing a photocopy of information requested;
- Allowing the individual to take notes on the content of the record;
- Providing an accurate summary of the information.
- How to Request Access
- Complete a request form.
- MERCIFUL GROUP will process your request within 14 days.
- If your request is denied you will be advised in writing of the reasons.
- Access to Information may be withheld in the following situations:
- Where access would pose a serious threat to life or health of an individual;
- Where the privacy of others may be affected;
- Where it is deemed that the request is frivolous or vexatious;
- Where access to information would prejudice any negotiations;
- Where access is unlawful
- As required or authorised by or under law;
- Where access is a matter of law enforcement or national security
- Where information is commercially sensitive.

### CONFIDENTIALITY

You have the right to:

- Know that MERCIFUL GROUP are required to routinely share and/or release information about you to other parties without your specific consent

- Not have your information disclosed to anyone else except in legitimate circumstances for your protection and welfare or when required by law.

### **IT IS IMPORTANT FOR YOU TO KNOW:**

- If there is a risk of harm to yourself or others, or if illegal activity is disclosed, we are required to share this information without your consent.
- MERCIFUL GROUP are also required to share and/or release your information without your consent or knowledge if it is required by law.

### **DECISION-MAKING**

You have the right to participation and choice to:

- Be involved in decisions regarding your service and care, and to have them explained to you.
- Meet the people involved in your care, and to know their names, role and qualifications.

### **HEALTH INFORMATION**

You have the right to:

- Receive current and clear information on the options available to you to assist you in making informed decisions
- Accessible, user friendly, culturally appropriate information
- Information about our organisation and systems.

### **OPINIONS AND COMPLAINTS**

You have the right to:

- Comment on or complain about the service that you are receiving and to have your concerns dealt with appropriately and promptly
- Be given a copy of the MERCIFUL GROUP complaints information, so that you know how to lodge a complaint formally or informally,
- Obtain your own legal advice at any time.