

Rights and Responsibilities

This brochure explains three things:

- Your **rights** as a user of QCIDD's clinical services – that is what you can expect from QCIDD and how you will be treated.
- Your **responsibilities** – that is, what we expect from you in return
- How to complain if you feel your rights have not been respected.

Your Rights

As a service user or carer of a service user, you have the right to:

- use the service without discrimination
- have your privacy and confidentiality maintained
- be treated respectfully
- receive high quality professional services and advice
- consent to or refuse any treatment or intervention
- receive accurate, comprehensible information about your health
- receive accurate, comprehensible information about QCIDD's services
- complain, and have your complaint taken seriously
- access your records within the provisions of relevant legislation.

Your Responsibilities

As a service user or carer of a service user you are asked to:

- treat QCIDD staff with respect and courtesy
- provide information about the service user's health to QCIDD staff that is as complete and accurate as possible
- attend scheduled appointments or inform QCIDD as soon as possible if you will not be able to attend
- ensure the service user is accompanied to appointments by a support person who knows them well and can assist with clear and accurate communication and follow up where necessary
- follow the agreed recommendations from QCIDD or discuss your intentions not to so that QCIDD can give you good advice.

Complaints

If you feel that your rights have not been respected we encourage you to complain:

- to the person you see at the clinic
- to the Director of QCIDD, Dr Nicholas Lennox
- to the Head of the Southern School of Medicine, University of Queensland, (QCIDD's parent body).