

## CLIENT RIGHTS AND RESPONSIBILITIES

Clients have the following rights and responsibilities whilst at Wayback. You are urged to understand your rights and responsibilities and actively engage in your rehabilitation treatment plan.

Please raise any complaints or grievances with your counsellors, if you have difficulty in doing this you are encouraged to raise the matter/s with any other staff member who will assist you in having your complaint/grievance addressed.

### **Treatment Plan**

**Rights:** You have the right to fully understand and be involved in your treatment plan (*your counsellor will explain your treatment plan to you*). If at any point in time you are unsure of this treatment plan, or why you have been requested to do something or of any facet of your treatment, you are urged to discuss the matter with your counsellor. If you are not satisfied with that response you can either ask another staff member or lodge a formal complaint.

**Responsibility:** You are required to attend all program activities (*such as individual/group counselling, living skills etc.*) and actively engage in your rehabilitation. Merely attending groups/meetings and not participating in discussions or failing to implement changes outlined in your treatment plan is of no benefit to you in addressing your addiction.

### **Medical Treatment**

**Rights:** Wayback has a number of visiting doctors who specialise in addiction matters. On admission to Wayback you will be allocated one of these doctors who will become your physician, treating all your medical needs whilst at Wayback. You will be given appointments to see this doctor in accordance with your treatment plan. If you need to see a doctor outside scheduled appointments, your counsellor will assist in organising an appointment for you. You are not permitted to see any external doctor whilst at Wayback unless specific approval is given by your counsellor.

**Responsibility:** You are required to follow the treatment plan given to you by the doctor at Wayback. Please note that you are not permitted to see any other doctor whilst at Wayback unless prior approval is given for you to do so.

### **Client Files**

**Rights:** You have the right to view your file if you wish; this can be done by making a verbal request to your counsellor or the CEO of Wayback. These files will be viewed in the presence of a staff member

**Responsibility:** Client files are written by professional people who may record information in a way that could mislead a non-professional reader therefore clients should ask questions to clarify matters they don't understand. For confidentiality reasons certain sections that identify third parties may be suppressed. Files are the property of Wayback and cannot be removed from Wayback premises without approval of the CEO.

**Accommodation**

Rights: You have the right to reside in comfortable and secure residence whilst at Wayback. On admission you will be allocated a house to reside at during your time at Wayback. This house will be furnished (*fresh bed linen will be supplied on admission*) with a phone that can take incoming calls or used to ring 000 or the office at Wayback. A front door key will be supplied to you.

Responsibility: You are responsible to keep the house clean and tidy during your residency. A washing machine will be available at houses for the cleaning of personal laundry (*including bed linen*). Smoking is not permitted inside the premises and smoke alarms are not to be tampered with. Illegal items (*including alcohol*) are not permitted in the house. Random house inspections (*with and without notification*) will be carried out by staff, these inspections may include searches of bedrooms, at times searches may be carried out in your absence. Illegal items will be seized and alcohol containers will be emptied.

**Personal Safety**

Rights: You have the right to feel safe at Wayback without being verbally or physically abused or intimidated.

Responsibility: You are not to verbally/physically abuse or intimidate any person at Wayback, either in the house, Wayback office or the surroundings. Such behaviour may result in your immediate discharge from the program.

**Staff Interaction**

Rights: You have the right to be treated with respect and courtesy by Wayback staff and be fully informed why you have been requested to do things. Any incidence of disrespect or discourtesy should be initially reported to your counsellor. If there is a problem reporting the matter to your counsellor you may inform any staff member of your concerns.

Responsibility: You must treat staff with respect and courtesy. It is your responsibility to ask a staff member for clarity when an expectation is placed on you and you don't understand why it has been requested.

**Property**

Rights: Wayback will ensure that you have a lockable cabinet to store your personal property.

Responsibility: It is your responsibility to safely store your personal property at Wayback. You are not to have or accumulate expensive personal items whilst at Wayback.

These rights and responsibilities have been fully explained to me and I understand them.

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Signature

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Date