

Family Member/Carer Rights & Responsibilities Information Sheet

Richmond Fellowship Queensland (RFQ) respects and values the role of family members/carers. You have a number of rights that reflect the service standards of RFQ and its funders, and the RFQ Staff Ethical Code and Guidelines.

These include the right to:

- be treated with respect, courtesy and dignity, and in accordance with RFQ's values;
- have your wellbeing considered by RFQ, as it is important to us and to client recovery that your wellbeing is maintained;
- have choices and opportunities, to enjoy optimum health, and social, spiritual and economic wellbeing, and to participate in family, social, and community life, employment, and education;
- be recognised for the challenges you face in balancing your caring role with other roles and your own needs, and be supported to achieve that balance;
- be provided with information about recovery-oriented mental health practice;
- be provided with information about the services the client is receiving, with their consent;
- privacy and confidentiality in relation to your personal information, and be informed about confidentiality obligations and limitations, if the client does not want their information shared;
- be supported to contribute information and views that might help us support the client and contribute to their goals;
- an independent person of your choice to support you in your interactions with RFQ;
- have your relationship with the client be respected and honoured;
- work in partnership with RFQ, the client, and other service providers;
- and have your language and cultural needs respected.

Responsibilities Statement

As someone caring for a client accessing services of RFQ you have a number of responsibilities.

These include the responsibility to:

- treat RFQ staff members with courtesy and dignity and in accordance with RFQ's values;
- work in collaboration with staff and support workers;
- and communicate openly and honestly with RFQ staff about your needs and other matters relating to the client's support.

If you have any questions, please contact us:

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