

Victorian alcohol and other drug client charter

As a person using Victorian alcohol and other drug (AOD) services, you have the right to:

- be provided a service in a safe environment
- be provided a service in a fair, honest and non-judgemental manner
- be provided a service that is friendly and respectful
- be given adequate information on all available services and treatment
- participate in all aspects of service provision
- have information about you kept confidential unless disclosure is otherwise authorised
- be provided with a timely and effective service that responds to your needs
- make a complaint and have that complaint addressed efficiently
- be provided culturally sensitive services that take into account your values and beliefs.

As a person using Victorian AOD services, you have the responsibility to:

- be familiar with your rights and responsibilities as a person using Victorian AOD services
- contribute to maintaining a safe environment in the service you use
- treat others with respect and courtesy
- participate in the treatment process to the best of your ability
- follow the organisational complaints process; if you are not satisfied you can make an external complaint to the Department of Health or the Health Services Commissioner.

If you would like to receive this publication in an accessible format, please phone 9096 5234 or email consumers@health.vic.gov.au

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