

Service Users Rights and Responsibilities

At Arthritis ACT, Pain Support, ME/CFS we understand that most of our clients live with ongoing pain and/or fatigue, and that this can sometimes affect the way we interact with others.

The team at Arthritis ACT, Pain Support, ME/CFS will always endeavour to:

- be courteous in all interactions with you
- provide you with the care and support you seek where it fits our scope of practice, and if the help you require does not fit our scope of practice, to assist you where we can to either find appropriate care, or at a bare minimum, be upfront and tell you we will not be able to provide the care and support that you need
- always maintain confidentiality, except when legislation requires that we report aspects of your care to legislative bodies (i.e. if you are a vulnerable person and we have reasonable concern that you are being inappropriately treated/cared for in your situation, e.g. elder abuse, child abuse, abuse of a person living in disability care services)
- maintain your safety, physical and emotional, always during your activity with us
- provide the highest level of care our training and expertise permits
- to work with you to meet your goals

In response, we expect that all users of our services will:

- be always courteous to all staff and other clients
- be mindful of other clients in classes that you may interact with, and maintain their confidentiality if they choose to share personal information with you
- do not ask staff to provide any services they have expressly said they cannot provide for whatever reason
- do not belittle, insult or in any other way degrade any staff member or other client whom you may be interacting with
- do not comment or ask any staff member or client for information about their health status or disability. If a staff member or client wishes to share this information with you that will be provided willingly to you, but it should never be asked for nor commented on

All users of the services at Arthritis ACT, Pain Support, ME/CFS have a right to make a formal complaint about an aspect of their interaction with any of our services that they are concerned about. Our Feedback and Complaints Policy is on our website and can be sent to you directly.

Arthritis ACT, Pain Support, ME/CFS reserves the right to cancel the membership and/or cease providing services to any client who in any way puts at risk, deliberately and with malice, any of our staff or any of our clients.