



**Wungening Aboriginal Corporation**  
Healing Aboriginal Peoples:  
Mind, Body and Spirit



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## CLIENTS RIGHTS AND RESPONSIBILITIES STATEMENT

### Clients of Wungening have the right to:

- Be treated with respect and dignity at all times;
- Be involved in support plans and any decisions made about me.
- Be informed of what Wungening can offer and informed about any other alternative treatments that may be helpful to me;
- Be provided with the opportunity to ask questions about what I am consenting too.
- Given time to understand the information that is provided to me;
- Be informed of any costs;
- Be informed of any alcohol and/or drug use policy and requirements within the service (e.g. abstinence or drug free environment);
- Be offered an interpreter service if there are any communication barriers as a result of culture, language, or disability;
- Be informed if the treatment is in any way experimental or related to any research;
- Withdraw their consent and/or refuse treatment at any time;
- Bring along someone to assist/support me in making decisions;
- Choose whether to give permission for Wungening to exchange information with any person including family/significant others, and other services;
- Confidentiality (unless my records are subpoenaed for police or court purposes);
- Be informed of any after-hours service support options;
- Provide feedback, including evaluation that is used to improve the service, and making complaints without experiencing any negative consequences for making the complaint;
- Access to the service Consumer Complaints Policy on request; (at reception)
- Know that any personal records kept by Wungening are well maintained and securely stored;
- Leave at any time.

### With my rights I have the following responsibilities:

- To treat Wungening staff with respect, consideration and dignity;
- Be sober and not intoxicated when coming into Wungening;
- Not to bring any drugs, alcohol, solvents or weapons onto Wungening property;
- To behave in ways that is not threatening or abusive towards Wungening staff, family members that come with me and/or other Wungening visitors;
- To ask questions when I need too;
- To be honest about my health & well-being;
- To be committed and accountable for my own well-being and actions
- Keeping appointments, and phone when I cannot attend an appointment.