

What can I expect from the Eating Disorder Association ?

| MY RIGHTS | WHAT THIS MEANS |
|---|---|
| Access | |
| I have a right to health care. | I can access services to address my healthcare needs. |
| Safety | |
| I have a right to receive safe and high quality care. | I receive safe and high quality health services, provided with professional care, skill and competence. |
| Respect | |
| I have a right to be shown respect, dignity and consideration. | The care provided shows respect to me and my culture, beliefs, values and personal characteristics. |
| Communication | |
| I have a right to be informed about services, treatment, options and costs in a clear and open way. | I receive open, timely and appropriate communication about my health care in a way I can understand. |
| Participation | |
| I have a right to be included in decisions and choices about my care. | I may join in making decisions and choices about my care and about health service planning. |
| Privacy | |
| I have a right to privacy and confidentiality of my personal information. | My personal privacy is maintained and proper handling of my personal health and other information is assured. |
| Comment | |
| I have a right to comment on my care and to have my concerns addressed. | I can comment on or complain about my care and have my concerns dealt with properly and promptly. |

People Accessing the EDA have a right to:

Access

Access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality, gender or age.

Have services match their ongoing needs and goals and Involve an advocate of their choice.

Safety

To receive reliable services that are of a high quality, provided by appropriately qualified workers.

Respect

Respect for their individual human worth, dignity and assistance that is culturally and linguistically relevant.

Communication

Be informed about available services, how to participate in and contribute to decision-making about their care.

Be consulted about their needs and preferences.

Get appropriate assistance, which is flexible in response to their changing needs and priorities.

Participation

To participate fully in the life of society.

Have control over their own lives and have a say in the services that affect them including participating in decisions concerning the type of assistance provided and the way it is provided.

Privacy

The EDA takes identifying information only to pass on information, support and referrals, but this information is kept confidential and password protected. Service users have a right to privacy and confidentiality (except where compelling ethical, moral or legal reasons apply eg, child protection legislation). Service users can access any information about them held by the EDA in their files and to correct any wrong information.

Comment

Express grievances and seek redress without fear of it affecting decisions relating to the assistance they receive.

Have grievances about service delivery heard and dealt with in a fair and objective manner.

Refuse a service (and refusal should not prejudice their future access to services).

You are entitled, by law, to all of the rights stated in this document. You also have the right to be informed of these rights, orally and in writing. If you do not understand your rights you may request to talk with a representative of the EDA, who may explain your rights to you or provide educational materials and information. If you, or any person acting on your behalf, believe you have been discriminated against you may file a complaint of discrimination with EDA Coordinator or the EDA Management Committee.

People who are using EDA services have a responsibility to:

- ◆ Respect as individuals everyone involved in the EDA.
- ◆ Respect the rights of others, including their rights to confidentiality and privacy.
- ◆ Inform workers of support needs.
- ◆ Let the service know if they are not available for an appointment.
- ◆ Act in a way that respects the rights of other service users, workers and individuals.
- ◆ Take responsibility for the results of any decisions they make.

EDA is committed to respecting the confidentiality of our service users and would like to ask individuals to take special note of their responsibility of confidentiality towards others within the EDA. Confidentiality relates to what you hear as well as who you see whilst accessing the service in person, over the phone or online, and while in workshops or support groups.

Attach EDA brochure outlining the scope of service and highlighting the website, which advertises any fee for service.