

Client Rights and Responsibilities

Values

Eating Disorders Victoria believes that anyone who accesses EDV (clients, families, carers, stakeholders) should be treated with the core values of connection, courage, optimism and perseverance.

Eating Disorders Victoria clients have the right to:

- Considerate and respectful support and service of the highest standard, regardless of social status, age, race, gender, culture, language, sexuality, spirituality or political belief.
- Adequate information to make an informed choice about participation in services or programs.
- Appropriate and comprehensive information about Eating Disorders, treatments and services.
- Make the decision to accept or refuse support.
- Choose what information is disclosed about yourself.
- Involve a support person or advocate at any time.
- Contribute to decisions regarding care and support.
- Know the name and role of the workers providing support, and expect that workers will comply with EDV's policies and procedures, core values, guiding principles and code of conduct.
- Expect that personal information will be handled in accordance with EDV privacy policy.
- Access an accredited interpreter at any time which EDV will arrange through the Department of Health & Human Services' language services credit line.
- Receive support without other people being involved (provided there is no imminent risk of harm to the client or another person).
- Access information contained in their client record file, in line with relevant laws.
- Voice their concerns or make a formal complaint about an EDV service they are receiving.

Eating Disorders Victoria clients have the responsibility to:

- Be respectful and courteous of others, including EDV staff, volunteers, and other clients.
- Respect the rights, opinions and needs of others involved in EDV services and programs.
- Take responsibility and accept the consequences of their own informed decisions.
- Involve a support person (family, friend, carer) in their treatment and inform EDV regarding what information to share with them.
- Provide accurate information about themselves in order to receive the best care.
- Maintain confidentiality regarding information about other EDV clients.
- Be respectful of EDV's property.
- Understand that EDV is permitted to disclose information when there is a serious and imminent risk to a person's life.
- Attend the service in a fit state (not under the influence of illicit drugs or alcohol).
- Adhere to EDV Terms of Use regarding participation on the Recovery Forum, at Support Groups and other services provided.
- Keep your scheduled appointment time. If there is a need to cancel or reschedule, you must provide at least 48 hours' notice to avoid incurring a cancellation fee.