



Fremantle GP Network

Statement of Rights and Responsibilities

Consumer Rights

- The right to respect for his or her individual human worth, dignity and privacy
- The right to access to services without discrimination
- The right to be informed about available services and programmes
- The right to choose from available alternatives
- The right to pursue any complaint about service provision without retribution
- The right to involve an advocate of his or her choice

Consumer Responsibilities

- To respect the human worth and dignity of Fremantle GP Network staff and other consumers
- For the results of any decisions he or she makes
- To play his or her part in helping Fremantle GP Network to provide them with appropriate services

Service Providers Responsibilities

In providing services, Fremantle GP Network has a responsibility to:

- Enhance and respect the independence and dignity of the consumer
- Ensure that the consumer's access to a service is decided only on the basis of need and the capacity of the service to meet that need
- Inform the consumer about any options for Fremantle GP Network support open to him or her
- Inform the consumer of his or her rights and responsibilities in relation to Fremantle GP Network services
- Involve consumers and carers in focus groups, consortiums and service planning meetings
- Negotiate with stakeholders before a change is made to the service being provided
- Be responsive to the diverse social, cultural and physical experiences and needs of consumers and stakeholders