

Turning Point Clinic Information for clients

Client Rights

- As a client of Turning Point I have the right to:
- quality health care as promptly as possible
- culturally sensitive care, respecting my privacy and dignity
- adequate information on all aspects of services provided or treatment available in terms I can understand
- participate in decision making which affects my own health care
- consent to or refuse treatment
- consent to or refuse to participate in educational or research programs
- access personal health records and to have the confidentiality of records ensured

Client Responsibilities

- As a client of Turning Point I have responsibility to:
- make myself aware of, and consent to, Clinic Guidelines when attending for treatment
- accept the consequences of my own informed decisions
- respect the privacy of others attending Turning Point and to keep in confidence any information shared by group members in programs conducted by Turning Point
- respect other clients and staff rights to safety when attending Turning Point and comply with Clinic Guidelines when entering, attending or exiting the centre
- not deal in any drugs, nor engage in any illegal activity whilst attending Turning Point or whilst in the immediate area of the centre
- dispose of any used needles or syringes in the designated bins
- respect laws and council regulations and respect the community in which others live, work and/or access treatment

General Information

1. For general appointments, the clinic is open from 9.30 am - 5.00 pm, Monday to Friday. The clinic is not open for appointments on public holidays.
2. Your punctual arrival for appointments is greatly appreciated. Late arrival will not guarantee that you can be seen for the full time of your session. In turn, staff make every effort to be punctual for appointments with you.
3. If, for some reason, you cannot attend an appointment, please ring the clinic reception on 8413 8444 to cancel and make another time.
4. The Pharmacy is open from 9.30 am – 11.30am ,7 days a week.
5. Staff and clients are expected to behave in a responsible manner at all times. Staff make every effort to treat clients with respect and courtesy. Offensive language, gestures or aggressive or threatening behaviours will not be tolerated. This includes racist and sexist behaviour, and any other forms of discrimination. Aggressive behaviour toward staff or other clients (eg., verbal and physical abuse) can result in the immediate termination of your treatment. As part of the treatment relationship, honest communication with staff is also expected.
6. You may be requested to perform random breath tests and drug screenings. If you present intoxicated, we cannot guarantee that you will receive your agreed treatment.
7. The use, distribution and acceptance of alcohol and drugs (including prescription medication) in the clinic is not permitted, and can result in the termination of your treatment.
8. Clinical services provided at Turning Point are confidential. This means that information you provide will not be discussed outside of the clinic unless you provide written consent to do so, or unless you are considered at risk of seriously harming yourself or others.
9. We appreciate your suggestions and comments and for this reason have a suggestion box located near the reception desk. Your suggestions are collected on a weekly basis and attended to by our clinic manager and staff. Weekly feedback from these suggestions is placed on the notice board in the reception area. If you have any other concerns about your treatment here you can discuss these directly with your case manager or primary therapist. If your concerns are not resolved, the 'Client Rights Statement' (displayed in the waiting area) provides details of more formal complaint procedures.



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