

BILL OF RIGHTS

ALL PARTICIPANTS IN THE GOLD COAST DRUG COUNCIL INC. TREATMENT PROGRAMS HAVE THE RIGHT TO:

- 1 A drug free (unless medically prescribed) environment and a supportive, healthy and safe environment.
- 2 Treatment without regard to gender, race, national origin, creed, political affiliation, sexual preference or previous criminal record.
- 3 Be treated with dignity and respect.
- 4 Be inducted into and made aware of, the program philosophy and method.
- 5 Information on all the current rules and regulations of the program as well as the sanctions, disciplinary measures and rights that clients forgo.
- 6 Access The Gold Coast Drug Council's Approved Grievance Procedure and knowledge of the right to appeal.
- 7 Definition of all fees and monetary contributions, the method and schedule of payment and the availability of money and personal property during the program and on departure.
- 8 Confidentiality of information gathered as a result of their participation in the program and all records gathered in the process.
- 9 Access their personal records on request and to insert counter statements of clarification to rebut recorded information.
- 10 Discharge themselves from the program at any time without physical and/or psychological harassment.
- 11 Change therapist as needed without discrimination, and to seek a review of case plans with the Assistant Director or duly delegated senior staff member.
- 12 Maintain anonymity from the general community while in treatment.
- 13 Respect of religious and spiritual beliefs.
- 14 Have access to relatives or friends regarding their whereabouts.
- 15 Protection from real or threatened corporal punishment, from physical, psychological, sexual abuse and from physical confinement.
- 16 Provisions of nutritious food, safe and adequate lodging, physical exercise and adequate personal hygiene needs.
- 17 Medical care from qualified medical practitioners and the right to refuse medical care offered.
- 18 Access to legal advice and/or representation as requested.
- 19 Regular contact with any of their children as appropriate to any parenting plans.
- 20 Clear definition of responsibilities when working in the position of staff member with the provision of adequate training, staff support and supervision (including evaluation and feedback). It includes freedom from exploitation and the right to decline the position without recrimination.
- 21 Guidance and assistance when leaving the program. Knowledge about other services and other sources of support, including places of residence.
- 22 Freedom from exploitation (including their parents/ family) for the benefit of the agency or its staff.
- 1 The Gold Coast Drug Council Inc. reserves the right to refuse entry to any of its programs of prospective clients whose criminal background is such that it may constitute serious psychological / physical threat to the well being of the community. Rapists & Paedophiles would be some who may fit into this category. This will be dealt with more fully in the policy statement re criminal record.
- 2 Access to personal files needs to be an orderly process in which the client will negotiate with the staff member to determine a mutual convenient time. Usually requests for access to files will be accessed through the Assistant Director.
- 3 In order to change therapists "need" must be demonstrated to a senior staff member (generally the Assistant Director). However such discussions are not to be guided by any theoretical therapeutic construct but rather guided by what is determined by the clients as "good" for them. The possibility of changing therapists is limited by the availability of therapists and their current workloads. In programs where there is only one worker, it will be necessary that the therapist will provide a referral when change is needed.
- 4 The Gold Coast Drug Council Inc. reserves the right to not admit to any of its programs any clients whose religious beliefs or practice may constitute a physical and/or psychological threat to the well being of all clients. Satanism is an example of such a belief system. This will be dealt with more fully in the Policy On Religious Beliefs & Practices.
- 5 Clients, their families and friends generally, should not be employed by the agency nor any staff member for a period of six months after the clients have terminated unless there has been a free and uninvited offer of services to the Gold Coast Drug Council Inc by them. The Executive Director can approve exceptions in special cases.

IF AT ANY TIME YOU THINK THAT YOU HAVE BEEN DENIED ANY OF THESE RIGHTS, YOU ARE ENCOURAGED TO USE THE GOLD COAST DRUG COUNCIL INC. GRIEVANCE PROCEDURE.

YOU MAY OBTAIN COPIES OF THIS PROCEDURE FROM THE RECEPTION DESK OR YOU MAY CONTACT THE QUALITY ASSURANCE OFFICER ON 55359601. THIS IS A PRIVATE NUMBER AND YOUR REQUEST FOR ASSISTANCE WILL BE TREATED IN THE STRICTEST CONFIDENCE AND ASSISTANCE WILL BE GIVEN

NOTES: These Rights, as guaranteed by the Gold Coast Drug Council Inc, are not absolute rights and the following caveats apply:

PROGRAMS & SERVICES

RESIDENTIAL PROGRAMS

Mirikai Therapeutic Community Program

Outreach Accommodation Support and Integrated Services (OASIS)

Drug Court Program

Drug Court Supported Accommodation Program (MISO)

OUT-CLIENT PROGRAMS

Personal Support Program (PSP)

Drug Court Day Therapeutic Community Program

Queensland Illicit Drug Diversion Initiative (QIDDI)

Youth Outreach Program

DRASTIC Program

Youth Dual Diagnosis Support Program

Family Therapy Program

OUT-CLIENT SERVICES

Family & Friends Support Group

Earlybirds Support Group

Stop Pot

Supervised Urinary Testing (UT)

HEALTH EDUCATION

Drug Awareness Course

HOW TO GET HERE:

Surfside Bus Lines run from Pacific Fair to West Burleigh Shopping Centre on Route Number 4 departing at:

<u>Morning</u>	<u>Afternoon:</u>
8:54 9:54 10:54 11:45 12:54	1:54 3:00 3:40

Surfside Bus Lines run from the Pines Shopping Centre to West Burleigh Shopping Centre on Route Number 757 departing at:

<u>Morning</u>	<u>Afternoon</u>
8:29 9:29 10:29 11:29 12:29	1:29 2:29 3:29

HOW TO LEAVE HERE:

Surfside Bus Lines run from West Burleigh Shopping Town to Pacific Fair on Route Number 4 departing at:

<u>Morning</u>	<u>Afternoon</u>
7:55 8:55 9:45 10:45 11:45 12:45	1:45 2:55

Surfside Bus Lines run from West Burleigh Shopping Town to the Pines Shopping Centre on Route Number 757 departing at:

<u>Morning</u>	<u>Afternoon</u>
8:34 9:32 10:32 11:32 12:32	1:32 2:32 3:32

For additional times and routes, please phone **TRANSINFO** on **131230**, or visit the web site at www.translink.com.au.

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