

Part A: Your rights and responsibilities

Your rights and responsibilities apply when you engage with one or more services from Bridges Health & Community Care.

Commitments	Bridges Health & Community Care	You, our valued client
Access to quality services	<ul style="list-style-type: none"> Provide you with access to services that meet your needs and choices about those services. 	<ul style="list-style-type: none"> Consider the treatment and service options we provide. Tell us if your needs change or your ability to use our services changes.
Safe and considerate places	<ul style="list-style-type: none"> Provide our services to you in an environment that's safe. Care about your experience of our services. 	<ul style="list-style-type: none"> Behave in ways that help you to be safe. Behave in ways that allow others to also be safe.
Respectful attitudes	<ul style="list-style-type: none"> Conduct ourselves in ways that are polite and respectful Respect your views, opinions and personal circumstances Value you in the context of your culture, family situation, age, disability, and faith. Recognise the dignity of your gender identity, gender status, and sexual orientation. 	<ul style="list-style-type: none"> Respect others, including others who use our services. Respect everyone on our team, including those who provide you with services. Respect our property and that of others who visit our premises.
Quality of information	<ul style="list-style-type: none"> Provide information that meets your needs. Provide information in ways that you understand. 	<ul style="list-style-type: none"> Promptly respond to our requests for information. Provide information that is accurate and complete.
Decisions about the services you receive	<ul style="list-style-type: none"> Provide you with choices so you can decide which service or treatment options are right for you. Enable you to bring another person to speak on your behalf 	<ul style="list-style-type: none"> Evaluate the treatment plans or service agreement that our professional staff offer you. Make decisions that are right for you. Follow an agreed treatment plan or service agreement.
Privacy and confidentiality	<ul style="list-style-type: none"> Protect your privacy and personal information. Only use your personal data for the right reasons. 	<ul style="list-style-type: none"> Respect the privacy of others who use our services. Respect the privacy of those who deliver services to you.
Feedback and improvements	<ul style="list-style-type: none"> Provide ways in which you can provide feedback to us. Make it easy for you to provide that feedback. Welcome your perspective as a way to improve your experience of our services. 	<ul style="list-style-type: none"> Let us know if you have any questions or concerns about your experience with us. Lodge any concerns or complaints at the earliest opportunity, known that can help you and others. Engage in open and honest dialogue. Let us know when our team did a good job and you had a positive experience with us.

Part B: Our clients, services, and funders

Your rights and responsibilities apply when you engage with one or more of the following services from Bridges Health & Community Care.

Bridges	What we provide	Who this service is for	Offering outcomes that	Funded by
NDIS Services	<ul style="list-style-type: none"> Psychological and counselling Recovery coaching Support coordination 	<ul style="list-style-type: none"> People funded by the NDIS 	Support your unique recovery goals as part of your plan. We will work with you to enable the changes you want to achieve in all areas of your life.	National Disability Insurance Scheme (NDIS).
Mental Health Services (CBMH)	<ul style="list-style-type: none"> Support for psychosocial disability Intensive support after recent presentation to hospital 	<ul style="list-style-type: none"> People who use mental health services who identify with moderate to severe mental illness and complex needs 	Identify your unique recovery goals and create an agreed recovery plan. Then, we will work together to achieve your goals.	Queensland Health Community Services Funding Branch and the Central Queensland, Wide Bay, Sunshine Coast PHN.
Rehabilitation and Recovery Services (DARTS)	<ul style="list-style-type: none"> Drug and alcohol recovery treatment 180 day rehab program Breakthrough for families Queensland 	<ul style="list-style-type: none"> People with moderate drug and alcohol issues and their families 	Help you manage your recovery from substance dependency. In the process, we help you address the underlying issues and your coping techniques.	Queensland Health Community Services Funding Branch and the Central Queensland, Wide Bay, Sunshine Coast PHN.
Reconnection to Community	<ul style="list-style-type: none"> Pre and post transition services from correctional facilities for: general prison population, people on parole, or people with mental ill health or challenges 	<ul style="list-style-type: none"> People who have been incarcerated 	Help you navigate the pathways from interactions with authorities and engage with the community to live your best life.	Queensland Health Community Services Branch, Queensland Corrective Services.
Child, Youth, and Family Services	<ul style="list-style-type: none"> Family mental health support service Youth support (North Burnett) Bail support 	<ul style="list-style-type: none"> Young people at risk of mental health, incarceration, or disengagement, and their families 	Tailored support for young people and their families to engage and connect with their communities in a positive way.	Queensland Government Children, Youth Justice and Multicultural Affairs Portfolio. Department of Child Safety, Youth and Women.
Mind-Life Project	<ul style="list-style-type: none"> Research and education focused on psychosocial experiences 	<ul style="list-style-type: none"> People who experience psychosocial disability and those who walk with them 	Help you reframe psychosocial disability, reduce stigma and improve community access.	National Disability Insurance Scheme (NDIS)