



Client Code of Conduct

Carnation Lane promotes a safe, nurturing and kind environment for all that access our services. Managing your mental health needs can be tough and we want to work with you to make this process as positive as possible. In order to provide a safe space, this code of conduct applies to all people attending Carnation Lane:

- Be courteous to staff and others within the building when accessing our services.
- Respect our staff, our clients and our culture.
- Be aware of others - respect their privacy and confidentiality.
- Be aware of the cancellation policy - be on time or let us know if you can't make it.
- Advise us if you are feeling unwell and make alternative arrangements for your appointment.
- Tell us about any physical / mental health or other safety needs that are important for us to help keep you safe.
- Keep up the communication, be open and honest with us and ask as many questions as you need.
- Be involved, actively participate in therapy and have a strong voice in your mental health needs.
- Provide feedback - tell us what we did well and what you think may need to change.

Please note that any breaches of the Code of Conduct may result in services being modified or cancelled. This is for the safety of all staff and clients. The decision to modify or cancel the service is at the discretion of Carnation Lane and although we will do our best to discuss this with you, justification does not need to be provided if we deem it's unsafe or not useful to do so.

Your rights

You have the right to a safe and private space to be able to manage your mental health concerns and get the support you need. If you feel that this is not being provided, please speak to me about this. If you feel the issues are not being resolved, you are within your rights to contact the Australian Association of Social Workers and make a complaint:

<https://www.aasw.asn.au/information-for-the-community/making-a-complaint>



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