

Rights and Responsibilities

As a Client/Participant you have both rights and responsibilities.

RIGHTS

Your rights are:

General

- To be treated and accepted as an individual, and to have your individual preferences respected
- To be treated with dignity, with your privacy respected
- To receive support that is respectful of you, your family and home
- To receive support without being obliged to feel grateful to those providing your support
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your support
- To be treated without exploitation, abuse, discrimination, harassment or neglect.

Participation

- To be involved in identifying the support most appropriate for your needs
- To choose the support that best meet your assessed needs, from the support services able to be provided and within the limits of the resources available
- To participate in making decisions that affect you
- To have your representative participate in decisions relating to your support if you do not have capacity.

Support

- To receive reliable, coordinated, safe, quality support which is appropriate to your assessed needs
- To be given before, or within 14 days after you commence receiving support, a written plan of the support that you expect to receive
- To receive support as described in the plan that takes account of your lifestyle, other support arrangements and cultural, linguistic and religious preferences
- To ongoing review of the support you receive (both periodic and in response to changes in your personal circumstances), and modification of the support as required.

Personal information

- To privacy and confidentiality of your personal information in accordance with the Australian Privacy Principles (as far as legally permissible), and the use to be made of the information
- To access your personal information.

Communication

- To be helped to understand any information you are given
- To be given a copy of the Charter of Rights and Responsibilities for Community Care
- To be offered a written agreement that includes all agreed matters
- To choose a person to speak on your behalf for any purpose

Fees

- To have your fees determined in a way that is transparent,
- accessible and fair
- To receive invoices that are clear and in a format that is understandable

RESPONSIBILITIES

Your responsibilities are:

General

- To respect the human, legal and industrial rights of Support Workers including the right to work in a safe environment
- To treat Support Workers without exploitation, abuse, discrimination or harassment.

Support

- To abide by the terms of the written agreement
- To acknowledge that your needs may change and to negotiate modifications of support when your needs do change
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk.

Communication

- To give enough information to assist the Aged Care Angels and Disability Services Pty Ltd to develop, deliver and review your support plan
- To tell Aged Care Angels and Disability Services Pty Ltd about any problems with the support.

Access

- To allow safe and reasonable access for Support Workers at the times specified in your support plan or otherwise by agreement
- To provide reasonable notice if you do not require support.