



Community Care Consumer Rights Policy

Reference Number:	4.15
Type:	Council
Category:	Safety and Community
Relevant Community Plan Outcome:	<ul style="list-style-type: none"> • Provide accessible social infrastructure and services that engage our diverse community • Be bold and innovative in our practices, leadership and decision making
Responsible Officer(s):	Manager Customer and Community Services
First Issued/Approved:	March 2012
Minutes Reference:	CoS 5/03/2018, Item 3.12
Last Reviewed:	March 2018
Next Review Due:	March 2020
Applicable Legislation:	Disability Discrimination Act 1992 Age Discrimination Act 2004 Aged Care Act 1997 Home and Community Care Act 1985 Human Rights and Equal Opportunities Act 1986 Privacy Act 1988
Related Policies:	Customer First Policy Complaints Handling Policy Cultural Diversity Policy Privacy Policy Ageing in Charles Sturt Policy
Related Procedures:	Access and Inclusion Plan Home Care Standards HACC Service Principles (SA HACC) Commonwealth Home Support Programme – Programme Manual 2017

1. Purpose

The City of Charles Sturt is committed to assisting people living in the Community who are frail aged, younger people with a disability and their carers. The Council has accepted funding from the CHSP, State HACC and CVS to offer services to the local community.

Consumers are the focus of City of Charles Sturt Community Care program and we recognise the importance in acknowledging their rights.

The purpose of this policy is to provide a guiding document which will assist to ensure all consumers are informed of their rights and responsibilities.

2. Scope

This policy applies to all programs and services provided within Community Care at the City of Charles Sturt.

Staff, volunteers and consumers have a shared responsibility to ensure that the Home Care Standards are implemented through the use of this policy.

3. Policy Statement

1 Effective Management

Consumers have the right to expect a service:

- managed effectively and efficiently in accordance with contractual obligations, service funding agreements, associated program guidelines and relevant professional standards
- employing trained staff who are aware of their roles and responsibilities
- with correct and accountable procedures
- in line with Aged Care Policies and funding guidelines
- which undergoes regular evaluation of programs and a continuous improvement plan in place
- cooperating with contracted and external agencies to ensure a coordinated approach to service delivery
- that documents policies and procedures.

2 Appropriate Access and Service Delivery:

Consumers have the right to expect a service:

- which ensures eligibility is discussed and identified
- that ensures individual need and preference is taken into consideration when developing service plans
- which incorporates a fair and equitable assessment process without discrimination or prejudice
- providing the right to withdraw or refuse a service and being reassured this will not affect the provision of any future service
- where they are given full details of the service frequency, fees and service time
- supporting appropriate referral and the provision of information regarding other services
- which ensures they are consulted prior to any changes and encouraged to be actively involved in the evaluation and the development of their care plan
- that provides access for people with special needs
- providing ongoing monitoring and reassessment of service plans.

3 Service User Rights and Responsibilities

Consumers have the right to expect a service:

- which treats them with respect
- respecting their dignity, privacy and independence
- ensuring the storage of personal information is appropriate and in compliance with State/ Territory and Commonwealth legislation and relevant Council Policies
- seeking permission prior to the release of information
- allowing access to their personal records at all times
- informing them of their rights and responsibilities
- informing them of the complaints procedure
- providing information and assistance to access an advocate of their choice
- which fosters and encourages the independence of consumers

4. Definitions

Key Term – Acronym	Definition
State HACC	State Government Home and Community Care
CHSP	Commonwealth Home Support Programme
CVS	Community Visitors Scheme
Consumer	Recipient of services