



## Community Care Consumer Rights Policy

<b>Reference Number:</b>	4.15
<b>Type:</b>	Council
<b>Category:</b>	Safety and Community
<b>Relevant Community Plan Objective:</b>	<ul style="list-style-type: none"><li>• Create a safe , healthy and supportive community which encourages participation, creativity and diversity. Build healthy, functional and attractive neighbourhoods Demonstrate effective leadership with string community collaboration.</li></ul>
<b>Responsible Officer(s):</b>	Manager Community Connections
<b>First Issued/Approved:</b>	March 2012
<b>Minutes Reference:</b>	CoS 2/05/2022, Item 4.14
<b>Last Reviewed:</b>	May 2022
<b>Next Review Due:</b>	May 2024
<b>Applicable Legislation:</b>	Charter of Aged Care Rights Disability Discrimination Act 1992 Age Discrimination Act 2004 Aged Care Act 1997 Human Rights and Equal Opportunities Act 1986 Privacy Act 1988
<b>Related Policies:</b>	Customer First Policy Complaints Handling Policy Cultural Diversity Policy Privacy Policy Ageing in Charles Sturt Policy
<b>Related Procedures:</b>	Access and Inclusion Plan Commonwealth Home Support Programme – Programme Manual 2020 - 2022

## 1. Purpose

The City of Charles Sturt is committed to assisting people living in the Community as they ageing in place and support their carers. The Council has accepted funding from the Commonwealth to deliver both the Commonwealth Home Support Programme (CHSP) , and Community Visitors Scheme ( CVS) to support the local community.

Respect for, and promotion of the rights of clients is integral to the consumer choice philosophy that underpins CHSP, which also includes strong emphasis on wellness and reablement.

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 and as a service provider Council complies with the Charter of Aged Care Rights within the User Rights Amendment (Charter of Aged Care Rights) Principles 2019 under the Aged Care Act 1997.

## 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 Standards are implemented using this policy.

## 3. Policy Statement

### 1 Care Recipients rights – Home Care

Each Care Recipient has the following rights:

- to be treated and accepted as an individual, and to have his or her individual preferences respected;
- to be treated with dignity, with his or her privacy respected;
- to receive care that is respectful of him or her, and his or her family and home;
- to receive care without being obliged to feel grateful to those providing the care;
- to full and effective use of all human, legal and consumer rights, including the right to freedom of speech regarding their care;
- to have access to advocates and other avenues of redress;
- to be treated without exploitation, abuse, discrimination, harassment or neglect.
- to respect the rights of the care workers to their human, legal and workplace rights including the right to work in a safe environment;
- to treat care workers without exploitation, abuse, discrimination or harassment.

### 2 Participation:

Each Care Recipient has the following rights:

- to be involved in identifying the home care most appropriate for his or her needs;
- to choose the care and services that best meet his or her assessed needs, from the home care able to be provided and within the limits of the resources available;
- to participate in making decisions that affect him or her;
- to have his or her representative participate in decisions relating to his or her care if he or she does not have capacity

### **3 Care and Services Rights** Each Care Recipient has the following rights:

- to receive reliable, coordinated, safe quality care and services which are appropriate to his or her assessed needs;
- to be given before, or within 14 days after he or she commences receiving care, a written plan of the care and services that he or she expects to receive
- to receive care and services as described in the plan that take account of his or her other care arrangements and cultural, linguistic, and religious preferences
- to ongoing review of the care and services he or she receives (both periodic and in response to change in his or her personal circumstances) and modification of the care and services required;

#### **Care and Services Responsibilities**

Each Care Recipient has the following responsibilities:

- To abide by the terms of the written home care agreement;
- to acknowledge that his or her needs may change and to negotiate modifications of care and service if his or her care needs change;
- to accept responsibility for his or her own actions and choices even though some actions and choices may involve an element of risk

### **4 Personal Information Rights**

Each Care Recipient has the following rights:

- to privacy and confidentiality of his or her personal information;
- To access his or her personal Information.

### **5 Communication Rights**

Each Care recipient has the following rights:

- to be helped to understand any information he or she is given;
- to be given a copy of this charter
- To be offered a written agreement that includes all agreed matters; to be given a copy of this charter
- to choose a person to speak on his or her behalf for any purpose.

#### **Communication Responsibilities**

Each Care Recipient has the following responsibilities

- to give enough information to assist the approved provider to develop, deliver and review a care plan;
- to tell the provider and their staff about any problems with the care and services.

### **6 Comments and Complaints Rights**

Each Care Recipient has the following rights:

- To be given information on how to make comments and complaints about the care and services he or she receives;
- to complain about the care and services he or she receives, without fear of losing the care or being disadvantaged in any other way;
- to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern;

## 7 Fees Rights

Each Care Recipient has the following rights:

- to have his or her fees determined in a way that is transparent, accessible and fair;
- to receive invoices that are clear and in format that is understandable
- to have his or her fees reviewed periodically and on request when there are changes to his or her financial circumstances;
- not be denied care and services because of his or her inability to pay a fee for reasons beyond his or her control.

### Fees Responsibilities

Each Care Recipient has the following responsibility

- to pay any fees as specified in the agreement or to negotiate an alternative arrangement if any changes occur in his or her financial circumstances.

## 8 Access Responsibilities

Each Care Recipient has the following responsibilities:

- to allow safe and reasonable access for care workers at the times specified in his or her care plan or otherwise by agreement;
- to provide reasonable notice if he or she does not require home care to be provided on a particular day

## 4. Definitions

Key Term – Acronym	Definition
CHSP	Commonwealth Home Support Programme
CVS	Community Visitors Scheme
Care Recipient	Recipient of services