

## **Consumers Rights and Responsibilities Procedure**

### **Expected Outcome**

Consumers are the focus of operations and it is important that their rights are acknowledged and promoted at every opportunity. Consumers also have responsibilities of which they should be aware.

### **Training Requirements**

All Team Members

### **Procedure**

#### **Service Users Rights**

- Every Consumer has the right to receive a service that encourages and fosters their independence.
- Every Consumer and/or (with the Consumer's permission) their carer, has access to all information about themselves held by the Service.
- In cases where a Consumer has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Consumers and/or (with the Consumer's permission) their carers, will be involved in decisions about their assessment. They will be made aware of all the options available and any fees to be charged.
- Consumers will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Consumers, is responsive to the social, cultural and physical needs of the Consumers and the needs of the carer.
- Consumers have the right to respect for their: culture and customs, religious beliefs, gender, sexual preference and ethnicity.
- Consumers access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
- Consumers have the right to refuse a service and refusal will not prejudice their future access to services.
- Consumers have a right to complain about the Service they are receiving without fear of retribution.
- Complaints by Consumers will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
- Consumer's views will be taken into account in the planning and evaluation of the Service.
- Consumers can nominate an Advocate to speak on their behalf.
- Consumer's rights to privacy and confidentiality will be respected.

## Service Users Responsibilities

- Consumers should let the agency know if he/she is not going to be at home when Team Members are due to visit.
- Consumers should act in a way which respects the rights of other Consumers and Team Members.
- Consumers need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- Consumers must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.
- Consumers should respect the confidentiality of information about other Consumers and Team Members which they may obtain whilst using services.
- Consumers are to play their part in helping our Team Members to provide them with services.
- Consumers should inform the Service of any significant change in their circumstances.
- All effort will be made to ensure that a Consumers, family member or Carer does understand their Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from the Service.

(Note R & R = Rights and Responsibilities)

Steps	Action/Evidence	Who does it	When
1	Consumers R & R to be promoted to all services and consumers.	All Team Members	At all appropriate occasions
2.	Service User Information Handbook contains R & R Information	Manager	Reviewed annually
3.	Annual Plans/Strategic Plans incorporate Consumer r input	Manager	At least annually
4.	Consumer Files record: Assessment Reassessment Referrals Appointment of Advocate Service Action Access to Information Consent forms	Assessor	Whenever appropriate

## Documents to be completed and/or related to this procedure

- Service User Information Handbook doc\_300
- Advocacy Procedure doc\_281
- Complaints Flowchart doc\_144

## **Corresponding Policy**

- Service User Information Provision doc\_126

## **Relevant Standards**

### **Aged Care Quality Standards**

1. Consumer Dignity & Choice
2. Ongoing Assessment & Planning with Consumers
4. Services & Supports for Daily Living
6. Feedback and Complaints

### **NDIS Practice Standards**

1. Rights and Responsibilities