

A19. CHARTER OF RIGHTS AND RESPONSIBILITIES

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Home Care
Applies To:	Board, Management and Staff of all IAC Home Care Services
Date:	May 2014 (Review May 2017)

Rights

As a care recipient I have the following rights:

1. General

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

2. Participation

- to be involved in identifying the community care most appropriate for my needs
- to choose the care and services that best meet my assessed needs, from the community care able to be provided and within the limits of the resources available
- to participate in making decisions that affect me
- to have my representative participate in decisions relating to my care if I do not have capacity

3. Care and Services

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

Rights (cont)

As a care recipient I have the following rights:

4. Personal Information

- to privacy and confidentiality of my personal information
- to access my personal information

5. Communication

- to be helped to understand any information I am 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 my behalf for any purpose

6. Comments and Complaints

- to be given information on how to make comments and complaints about the care and services I receive
- to complain about the care and services I receive, 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

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

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Responsibilities

As a care recipient I have the following responsibilities:

1. General

- to respect the rights of care workers to their human, legal and industrial rights including the right to work in a safe environment
- to treat care workers without exploitation, abuse, discrimination or harassment

2. Care and Services

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

3. Communication

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

Responsibilities (cont)

As a care recipient I have the following responsibilities:

4. Access

- to allow safe and reasonable access for care workers at the times specified in my care plan or otherwise by agreement
- to provide reasonable notice if I do not require a service

5. Fees

- to pay any fee as specified in the agreement or negotiate an alternative arrangement with the provider if any changes occur in my financial circumstances
- to provide enough information for the approved provider to determine an appropriate level of fee