

Clients Rights and Responsibilities

POLICY AND PROCEDURE

1. Policy Purpose

Clients' rights and responsibilities policy defines how clients should be treated and what they are entitled to. Subee requires all employees to be aware of and committed to the goals and concepts of this policy.

2. Policy Statement

Subee believes each person (including children, young people, and adults) has rights and should have them always respected. Clients are the focus of the organisation's operations, and it is important that their rights are acknowledged and promoted at every opportunity.

Subee has a commitment to upholding each person's legal and human rights in all aspects of service delivery and will act to promote and protect these rights in accordance with the Human Rights Principles, the Charter of Aged Care Rights, User Rights Principles 2014 – Home Care and the United and the Nations Convention on the Rights of Persons with Disabilities.

3. Clients have a right to:

- Safe and high-quality care
- Receive best practice clinical care
- Be treated with respect and dignity regardless of age, sex, race, religion, political belief, medical condition, or sexual preference
- Be involved in all decision making and choices about their care to meet their needs
- Refuse treatment or withdraw consent at any time

- A written agreement conveying what the client and service provider have agreed to
- be given a copy of the Charter of Aged Care Rights and copy of their care plan
- To have their care and services reviewed
- Privacy and confidentiality of your personal information
- Information about how to make feedback and complaints about service provision
- Have complaints and feedback dealt with in a timely manner
- Transparent, accessible, and fair service including but not limited to fees and costs occurred
- Access to an advocate of their choice
- Have access to a trained interpreter
- Receive a service which is responsive to their social, cultural and physical and emotional needs
- Request all documentation associated with exit, discharge, or transfer.
- be involved in the organisation's service planning and evaluation

4. Clients have a responsibility to:

- To treat care workers without exploitation, abuse, discrimination, or harassment
- To accept responsibility for own actions and choices even though some actions and choices may involve an element of risk

P- Clients Rights & Responsibilities 341	Printed docs are uncontrolled. View current documents on Subee Intranet	
V5	3/11/2021	Page 1 of 3



Aged Care • Disability Support • Families & Respite • NDIS



Aged Care • Disability Support • Families & Respite • NDIS

Clients Rights and Responsibilities

POLICY AND PROCEDURE

- To inform Subee of any problems with care or service provision
- To always allow safe and reasonable access for care workers specific in their care plan or otherwise by agreement
- To maintain control over and to continue making decisions about the personal aspects of their daily life, financial affairs and possessions.
- Accept the concepts of client rights within the health care system and accept the responsibilities that go with client rights.
- Give adequate and appropriate notice prior to postponing, terminating, or discontinuing the proposed services as per service agreement.
- Inform the health worker of their intention not to comply with treatment or nursing care planning.
- Keep appointments or inform those concerned of inability to attend or be available for scheduled visits.
- Obtain as much information about family medical history as possible.
- Private client in receipt of 24-hour care are required to pay in advance before care is coordinated and rostered.

5. Client Satisfaction and Complaints

We value our reputation for providing quality health service at the highest possible standard. Management periodically asks clients to complete a Client Satisfaction Survey so that we can identify problems and make changes where necessary.

If at any time you believe that your care is not satisfactory and have any suggestions or criticisms please contact the office, or any member of Subee staff and complete a Client Feedback Form, so that we can act on your complaint and make every effort to rectify the problem.

For further information refer to Subee Newlake website to access the Feedback and Complaints form.

<https://www.subeenewlake.com.au/>

Dealing with Complaints Regarding Missing or Misplaced Items Within A Clients Home Or The Clients Person Policy

In the case of family members, service brokers or any interested person reporting any allegation of theft or misappropriation of client's goods or funds, it is the strict policy of Subee Pty Ltd to insist the person making the report notify the police immediately.

Further to this, Subee will unreservedly support and assist in all investigations resulting in such enquiry.

Staff and volunteers are trained in complaint handling and demonstrate understanding and capacity to implement complaint handling.

P- Clients Rights & Responsibilities 341	Printed docs are uncontrolled. View current documents on Subee Intranet	
V5	3/11/2021	Page 2 of 3

Clients Rights and Responsibilities

POLICY AND PROCEDURE

6. Exceptional Reporting and Client Rights and Responsibilities

Subee is committed to ensure accurate documentation and care planning is maintained for all clients of the services

On occasion, some clients may request that progress notes for every shift are not kept due to the long-term nature of care delivery and minimal variations in care required.

In respect of the clients wishes, but to ensure that management is advised of any changes to clients care and /or service delivery, staff will not be required to attend to daily progress notes on each shift and will only engage in exceptional reporting when there is a change to the client's service and care need requirements.

Clients and or carers may be asked to sign acknowledgment of this.

7. Relevant Legislation

Charter of Aged Care Rights
<https://www.agedcarequality.gov.au/consumers/consumer-rights#charter-of-aged-care-rights>

User Rights Principles 2014 – Home Care
<https://www.legislation.gov.au/Details/F2019C00049>

Competition and Consumer Act 2010
<https://www.legislation.gov.au/Details/C2011C00003>

Privacy Act 1988
<https://www.legislation.gov.au/Details/C2021C00139>

The NDIS Code of Conduct
Schedule 2-Charter of care recipients rights and responsibilities -Home Care

P- Clients Rights & Responsibilities 341	Printed docs are uncontrolled. View current documents on Subee Intranet	
V5	3/11/2021	Page 3 of 3



Charter of Aged Care Rights

I have the right to:

1. safe and high quality care and services;
2. be treated with dignity and respect;
3. have my identity, culture and diversity valued and supported;
4. live without abuse and neglect;
5. be informed about my care and services in a way I understand;
6. access all information about myself, including information about my rights, care and services;
7. have control over and make choices about my care, and personal and social life, including where the choices involve personal risk;
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions;
9. my independence;
10. be listened to and understood;
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf;
12. complain free from reprisal, and to have my complaints dealt with fairly and promptly;
13. personal privacy and to have my personal information protected;
14. exercise my rights without it adversely affecting the way I am treated.

Consumer

Provider

.....
Consumer (or authorised person)'s signature (if choosing to sign)

.....
Signature and full name of provider's staff member

.....
Full name of consumer

.....
Name of provider

.....
/ /

.....
Full name of authorised person (if applicable)

.....
Date on which the consumer was given a copy of the Charter

.....
/ /

.....
Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Charter of Aged Care Rights

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.