



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.6 Rights and Responsibilities

Background & Issues

Clients are the focus of the Shire of Manjimup Home and Community Care (HACC) agency's operations, and it is important that their rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities they should be aware of, to the agency. These rights and responsibilities will be explained at initial assessment, and provided in the form of a client Information Booklet.

Objectives

That people within the community in which the Shire of Manjimup HACC operates are provided with information to assist them in understanding;

- the services that are available
- the costs of the services
- their rights and responsibilities in receiving community care services and;
- any other relevant information that may affect how and when services are delivered and;
- the independence of service users is supported, fostered and encouraged.

Area of Application

Each service user (and/or their representative), or prospective service user is provided with information (initially and on an ongoing basis) in a format appropriate to their needs to assist them to make service choices and has the right (and responsibility) to be consulted and respected.

Policy Measures

HACC Client Rights

- In cases where a client 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.
- The client, and with their permission, their carer should be involved in decisions about their assessment and support plan. They should be aware of all the options available, and any fees to be charged.
- Clients should be made aware of the standard of service which they can expect. Services should be provided in a safe manner which respects the dignity and independence of the client, is responsive to the social, cultural and physical needs and goals of the client and the needs and of the carer.
- Clients' access to services should be decided only on the basis of need and the capacity of the service to meet that need. Clients have the right to refuse a service and refusal should not prejudice their future access to services.
- Clients will be informed in writing about services to be provided. The Service Agreement will include the services being offered,



12. COMMUNITY SERVICES POLICIES

12.1 HOME AND COMMUNITY CARE

12.1.6 Rights and Responsibilities

the reasons why and the circumstances under which service provision may change.

- Clients have a right to complain about the service they are receiving without fear of retribution.
- Complaints by clients should be dealt with fairly, promptly and without retribution. The client may involve an advocate of their choice to represent his/her interests.
- Clients' views should be taken into account in the planning and evaluation of the service.
- Clients will be treated with dignity and have their privacy and confidentiality respected and to expect staff to comply with the Shire of Manjimup staff code of conduct.
- Clients will be encouraged to exercise as much independence and control over their own life as they are capable of doing, which includes the right to be kept informed of the options available to them and the right to play an active part in decisions which affect them.

HACC Client Responsibilities

- Clients should act in a way which respects the rights of other clients and Shire of Manjimup HACC support staff.
- Clients need to take responsibility for the outcomes of any decisions they make.
- Clients are to play their part in helping Shire of Manjimup HACC to provide them with services.
- Clients are expected to let the agency know if they are not going to be home when a staff member is due to visit. Reasonable notice, preferably 24 hours, is required for cancellation of a service unless there are special circumstances. If a client is not there when a staff member arrives, and they haven't notified the office, then a charge may be made for the service. HACC will undertake to advise clients of changes to rosters with 24 hours notice unless there are special circumstances.
- Clients are required to be at home when the service is delivered as staff are not permitted to enter a residence unless the owner is present.
- Clients are requested to provide a safe working environment for staff. There should be no smoking in the presence of staff members.

Information on the rights and responsibilities of clients is included in the Client information booklet.



12. **COMMUNITY SERVICES POLICIES**
12.1 **HOME AND COMMUNITY CARE**
12.1.6 **Rights and Responsibilities**

HAAC Clients Right to Access Information

Clients of Shire of Manjimup HACC have a right to read any personal information kept about them.

- Request from clients (or authorised client representatives) to access information should be referred to the Manager who will ensure that assistance is provided to the client to access their information within ten working days.
- The Manager, Coordinator or Assessment Officer will make the files available to the client to explain terminology or provide assistance.

Clients will be made aware of this right through the Client Information Booklet.

Administration

HACC Manager/ Coordinator

Adoption and Date Due for Revision

**ADOPTED 12 JUNE 2003
REVIEWED 24 MARCH 2011**

NEXT DUE FOR REVIEW MARCH 2015

The Administration of this Policy is by Community Services.