

## **1. Consumer Rights and Responsibilities**

The WCHC has developed its Rights Policy in line with the HACC National Service Standards to ensure services are of a high quality. There are seven in total which are as follows:

- ***Access to Services:***

Access to service will be on the basis of consumer eligibility, individual need and the capacity of the service to meet the need. The assessment process will be applied fairly and equitably without discrimination or prejudice. Clients have the right to refuse services offered. The refusal will not effect the provision of that service in the future.

- ***Information and Consultation:***

Clients or their advocates will be given full details of the service(s) being brokered, including frequency, fees and length of time . Clients will also be given information on their rights and responsibilities and given details of the WCHC's complaints policy. Every effort will be made to inform clients of other services which may be available. Clients are involved in the decisions and choices of services required and can request changes to their services at any time.

- ***Effective and Efficient Management:***

Clients have the right to expect a service which is managed efficiently and effectively. To this end the WCHC will ensure that their staff are appropriately trained, and proper and correct procedures are practiced in line with the WCHC policies. Programs will under go regular evaluations.

To this end we invite clients to participate in our client surveys whenever they occur. This enables WCHC to hear directly from you about how well we provide services to you and to make changes that will improve on what and how we service you.

- ***Coordinated, Planned and Reliable Service Delivery:***

As a consumer of services clients will receive services, which are planned around their individual needs. As a brokerage agency, the

WCHC will network closely with other agencies to ensure a coordinated approach to service delivery.

- ***Privacy, confidentiality and Access to Personal Information:***

Clients will be treated with respect at all times. Staff will maintain the clients' dignity and independence and respect their privacy. Personal information will be kept confidential. If it is necessary to pass personal information on to other service providers, family members etc. then clients written permission will be sought. Clients have the right to access their personal records. (freedom of information and Privacy Act).

- ***Complaints and Disputes:***

WCHC will endeavour to create an environment in which the client feels safe and comfortable about expressing any concerns or complaints they have about the service. They will be informed of the WCHC's complaints policy which describes the process to follow if the client is not satisfied with any aspect of the service. There will not be any intimidation or reprisal, as a result of any complaint made. Any evidence of such behaviour will be dealt with immediately.

- ***Advocacy:***

People who use services offered by the WCHC may elect someone else of their choosing to act on their behalf. If you not know of an advocate WCHC will assist you in obtaining the service of an advocate.

## **2. Responsibility of Clients**

Clients have the responsibility to provide staff with any information, which is appropriate and necessary to them providing services.

Clients will be expected to treat staff, volunteers and contractors with respect.

Clients have the right to accept or refuse services offered to them and so must also accept responsibility for the outcome of their decision.

Notify the Care Manager of your house rules.

Ensure that any hazardous areas/situations in your house are notified to the Care Manager.

Notify the Care Manager in advance of any changes/cancellations of service, especially when you know you are going on holidays or into hospital.

- ***Occupational Health & Safety:***

In line with client responsibilities there is the appreciation that as your home is a 'workplace' for those who may assist you, we wish to ensure you that those contracted to entering your home have a safe working environment. Therefore things a client may be asked to include are:

- Treat service providers with courtesy and respect (non-abusive and threatening)
- Allow reasonable modifications to be made to ensure the safety of service providers ( eg move mats which may cause a fall).
- Secure pets to avoid harm to service providers
- Leave an outside light on for after dark visits
- Not smoking while service provider is present
- Provide appropriate and safe equipment