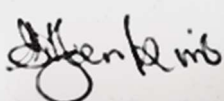


AGED SERVICES: RIGHTS & RESPONSIBILITIES POLICY

Date approved	27/6/22
Previous titles	CHSP Compliances 19/11/18, Consumer Rights & Responsibilities 2015, Service Delivery Policy & Procedures 2010
Previous versions	N/A

Signature by Management representative	
	Chairperson, Suzanne Jenkins



AGED SERVICES: RIGHTS & RESPONSIBILITIES OF CLIENTS POLICY

Internal ECS References	
In S:\0 CURRENT POLICY & PROCEDURES:	In S:\1 CURRENT FORMS:
<i>Aged Services: Access to Services Policy</i>	<i>Aged Services Client Information Form</i>
<i>Aged Services: Support Planning Policy</i>	<i>ECS Client Wellness and Reablement Support Plan</i>
<i>Aged Services: CHSP Compliances Policy</i>	
<i>Aged Services: Client Files Policy</i>	<i>S:\0 current data base</i>
<i>Aged Services: Social Supports Policy</i>	<i>H:\QUALITY REVIEW 2022</i>
<i>Communicating with Clients Policy</i>	
<i>ECS Structure</i>	

External References	
https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-chsp-manual	<i>Aged Care Quality Standards at https://www.agedcarequality.gov.au/providerstandards</i>
https://www.health.gov.au/resources/publications/commonwealth-home-support-programme-guidelines	<i>Data Exchange Protocols Manual at https://dex.dss.gov.au/</i>
https://www.health.gov.au/resources/publications/national-guide-to-the-chsp-client-contribution-framework	<i>Commonwealth Privacy Act 1988</i>
https://www.health.gov.au/resources/publications/national-charter-of-aged-care-rights-template-for-signing	
https://www.agedcarequality.gov.au/consumers/consumer-rights	

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1. POLICY STATEMENT

ECS is committed to affirming, supporting and promoting the rights of Aged Services clients.

1.1 Definitions

client = term used across ECS programs and policy documents instead of “consumer”, which is specific to Aged Care
ECS workers = anyone who carries out work on behalf of ECS, including staff, volunteers [including management committee members], contractors and students on placement

1.2 Acronyms

ACAT = Aged Care Assessment Team
CHSP = Commonwealth Home Support Programme
DEX = Data Exchange
ECS = Engadine Community Services

2. GENERAL POLICY

As an Aged Care provider receiving Australian Government funding, ECS is subject to the *Aged Care Quality Standards* and *Charter of Aged Care Rights*, which focus on individuals in receipt of appropriate, responsive, accessible and consumer-directed supports.

This policy clarifies the rights and responsibilities of ECS Aged Services clients who receive subsidised services under the Commonwealth Home Support Programme (CHSP) and specific ECS responsibilities to those clients under the *Aged Care Quality Standards*. However, all ECS operations are designed to comply with them, and the only differences for private clients are in the following:

- Non-CHSP clients pay a full cost recovery fee and can only use ECS Aged Services when they are not displacing or disadvantaging any eligible clients [see ***Aged Services: Access to Services Policy*** & ***Aged Services: Social Supports Policy***]
- People who are not referred through My Aged Care for CHSP are not given detailed Client Files or monitored through care plans [see ***Aged Services: Client Files Policy*** & ***Aged Services: Support Planning Policy***]
- Private clients are not reported on DEX [see ***Aged Services: CHSP Compliances Policy***]

3. THE CHARTER OF AGED CARE RIGHTS

All new ECS CHSP *clients* are processed by the Aged Services Coordinator, who introduces them to the *Charter of Aged Care Rights* and explains it in clear and simple language, with aids when required, such as:

- interpreter services
- the presence of an advocate
- alternative language versions of the Charter
- the client-friendly version of the client rights and responsibilities outlined in the Charter

CHSP clients are given a copy of the *Charter of Aged Care Rights* and the opportunity to sign it; however, the choice to/not to sign does not affect receipt of services.

3.1 Client Rights

The below client rights as outlined in the Charter are affirmed by ECS. The client has 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

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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

ECS also takes opportunities, such as newsletters, signage and correspondence, to remind the Aged Services of their rights and invite feedback and questions [see **Communicating with Clients Policy**].

3.2 Client Responsibilities

ECS also reminds clients of their responsibilities as decision-makers and partners in their own care. They are expected to:

- treat ECS staff and volunteers to their human, legal and workplace rights, including the right to work in a safe environment
- treat ECS staff and volunteers with respect and without exploitation, abuse, discrimination or harassment
- notify ECS if your support needs change* and negotiate changes to supports if required
- accept responsibility for your own decisions and actions
- give enough information to ECS to ensure we can provide you with quality support
- tell us about any issues or concerns you have about the supports we provide to you
- communicate with us in a timely fashion if you want to change supports or providers or need to cancel a support on a particular day
- pay any fees as specified in the agreement or negotiate another arrangement if you experience a change in financial circumstances

*[*note: People receiving a Home Care Package are not eligible for CHSP, but may negotiate to receive ECS services via their HCP provider. You must notify ECS immediately if you receive a HCP or other Aged Care service, such as a residential placement]*

4 AGED CARE QUALITY STANDARDS

4.1 What They Mean For ECS Clients

There are seven Quality Standards that apply to the CHSP services delivered by ECS, and a series of “I...” statements that we aspire to for ECS Aged Services clients.

THE AREA OF ECS OPERATIONS	WHAT WE WANT OUR CLIENTS TO FEEL
1. Consumer dignity and choice	<i>I am treated with dignity and respect, and can maintain my identity. I can make informed choices about my care and services, and live the life I choose</i>
2. Ongoing assessment and planning with consumers	<i>I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.</i>
4. Services and supports for daily living	<i>I get the services and supports for daily living that are important for my health and well-being and that enable me to do the things I want to do.</i>
5. An organisation's service environment	<i>I feel I belong and I am safe and comfortable in the organisation's service environment.</i>
6. Feedback and complaints	<i>I feel safe and am encouraged and supported to give feedback and make complaints. I am engaged in processes to address my feedback and complaints, and appropriate action is taken.</i>
7. Human resources	<i>I get quality care and services when I need them from people who are knowledgeable, capable and caring.</i>
8. Organisational governance	<i>I am confident the organisation is well run. I can partner in improving the delivery of care and services.</i>

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4.2 Provider Responsibilities to the Client

There are seven Quality Standards that apply to the CHSP services delivered by ECS, and a series of organisational statements that we aspire to for ECS Aged Services.

THE AREA OF ECS OPERATIONS	WHAT WE WORK FOR & DEMONSTRATE IN OUR ANNUAL SELF-ASSESSMENT
1. Consumer dignity and choice	(a) The organisation has a culture of inclusion and respect for consumers
	(b) The organisation supports consumers to exercise choice and independence
	(c) The organisation respects consumers' privacy
2. Ongoing assessment and planning with consumers	The organisation undertakes initial and ongoing assessment and planning for care and services in partnership with the consumer. Assessment and planning has a focus on optimising health and well-being in accordance with the consumer's needs, goals and preferences.
4. Services and supports for daily living	The organisation provides safe and effective services and supports for daily living that optimise the consumer's independence, health, well-being and quality of life.
5. An organisation's service environment	The organisation provides a safe and comfortable service environment that promotes the consumer's independence, function and enjoyment.
6. Feedback and complaints	The organisation regularly seeks input and feedback from consumers, carers, the workforce and others and uses the input and feedback to inform continuous improvements for individual consumers and the whole organisation.
7. Human resources	The organisation has a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services.
8. Organisational governance	The organisations' governing body is accountable for the delivery of safe and quality care and services.

The *CHSP Manual* also outlines CHSP provider responsibilities that ECS reflects across its engagements with clients, including to:

- develop and maintain internal policies and practices that support clients' rights and responsibilities in accordance with the Charter and the Aged Care Quality Standards
- ensure these policies support and explain ECS responsibilities to clients
- make this information available to clients and assist with clients' understanding of the policies
- provide clients with a copy of the Charter
- establish client consent to receive services as a prerequisite for all service delivery
- respond to the needs of each individual client
- involve each individual when determining the support to be provided
- ensure opportunities for client choice and flexibility are provided for each client, their carers and families
- invite clients to identify their preferences in service delivery and where possible honour that request
- deliver services tailored to the unique circumstances and cultural preferences identified by each client, their family and carers where possible
- encourage feedback and complaints and act upon them
- deliver services consistent with the goals and recommendations contained in the client's support plan as agreed with the My Aged Care assessor
- undertake Work Health and Safety assessments (for both the care worker and client)
- monitor the client, the home environment, and appropriateness of service arrangements
- conduct a formal review of services at least once every 12 months (these may be done over the phone or face to face with the client)
- make referrals to My Aged Care if the client's care needs change significantly (eg. high levels of additional services)
[see ***Aged Services: CHSP Compliances Policy***]

In addition to the above general responsibilities, ECS also has a responsibility to offer accessible service options to people with physical or sensory disabilities, people of ATSI background, people of CALD backgrounds and people with different gender and/or sexual identities, which ECS does [see also ***People & Communities Policy***].