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POLICY TITLE: Client Rights & Responsibilities Charter

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Program: Open Support

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Responsible Manager: CEO

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1. Purpose and Scope

Open Support is committed to delivering high quality services that are consistent with our values and mission.

This policy aims to ensure that all clients have access to information that outlines their rights and responsibilities to enable them to obtain the best possible service.

This policy and the associated Rights and Responsibilities document has been written are in accordance with best practice and the requirements of the relevant regulatory frameworks and legislation.

2. Policy Statement

All clients must be provided with a copy of the Open Support Client Rights and Responsibilities Charter.

The Open Support Client Rights and Responsibilities Charter will be available in a variety of formats according to need, including being published on the Open Support Website.

Staff must understand and support the client rights and responsibilities as outlined in the charter.

Staff must assist clients to understand their rights and responsibilities where required.

3. Client Rights and Responsibilities Charter

3.1 Your Rights

3.1.1 As a client of Open Support, you have a right to expect that you will:

- Be treated with dignity and be accepted as an individual with your privacy respected
- Receive service that is respectful of you, your family and belongings
- Receive services without being obliged to feel grateful to those providing the service
- Be given full and effective use of all your human, legal and consumer rights, including your right to speak out about the service you receive
- Not be exploited, abused, discriminated against, harassed or neglected.

3.1.2 Participation

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- You have a right to be involved in identifying and choosing the Open Support services that best meet your assessed needs and to participate in decisions that affect you.
- You have the right to elect a representative to participate in decisions relating to services provided if you are unable to do so.

3.1.3 Care and Services

- You have the right to receive reliable, coordinated, safe and high-quality services that are appropriate to your assessed needs.
- You have the right to be given a written record of the services you expect to receive and that those services will take into account your lifestyle, cultural, linguistic and religious preferences.
- You can expect that there will be ongoing review of the services you receive and that services will be modified as far as practicable if your personal circumstances change.

3.1.4 Communication

- You have the right to be helped to understand any information you are given and to choose a person to speak on your behalf for any reason.
- You can expect to be given a copy of the Open Support Rights and Responsibilities Charter

3.1.5 Personal Information

- You have the right to privacy and confidentiality of your personal information and to access your personal information if you choose.
- You have a right to expect that your personal information will be kept securely and in accordance with Australian Privacy Principles and Privacy legislation.

3.1.6 Costs (if applicable)

- You have a right to receive information on any service costs in a way that is clear and understandable
- You can expect that any costs will be determined in a way that is transparent, accessible and fair
- You can request a review of any charges when there are changes to your financial circumstances

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- You have a right to not be denied services because of an inability to pay for reasons beyond your control.

3.1.7 Comments and Concerns

- You can expect to be given information on how to make comments or concerns about the service(s) you receive.
- You have the right to express concern about the service(s) you receive without fear of being disadvantaged in any way.
- You have the right to have your concern investigated fairly and confidentially and to have appropriate steps taken to resolve issues of concern.
- You can provide feedback directly to info@opensupport.org.au; or in writing to CEO, Open Support, 438 Victoria St, Darlinghurst 2010; or visit our website at www.opensupport.com.au

3.2 Your Responsibilities

3.2.1 As a client of Open Support you have responsibility to ensure you:

- Respect the rights of staff, volunteers and other clients to their human, legal and industrial rights, including the right to work in a safe environment
- Treat staff, volunteers and other clients without exploitation, abuse, discrimination or harassment.

3.2.2 In regards to care and services it is expected that you will:

- Abide by the terms of the written agreement, including the payment of any agreed charges.
- Acknowledge that your needs may change and to communicate with staff and/or volunteers when this happens.
- Not ask staff or volunteers to provide services or assistance with things that are outside the scope of the written agreement.
- Accept responsibility for your own actions and choices, even though some choices and actions involve an element of risk.

3.2.3 In relation to communication it is expected that you will:

- Give enough information to assist staff and volunteers to plan and deliver services and to determine any fees that are appropriate to your assessed need and circumstances.

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- Tell staff or volunteers about any material risks you are aware of in providing service to you.
- Tell staff or volunteers about any problems you encounter with the services you receive.

3.2.4 In relation to access it is expected that you will:

- Allow staff and volunteers safe and reasonable access to provide services at the times agreed.
- Provide reasonable notice if you do not require a service.

4. Associated Risk

Adherence to this policy will assist to manage the following risks:

- Risk of non-compliance with relevant legislation, regulations and statutory requirements
- Risk of reputational damage as a result of inadequate or inappropriate service provision.

5. References

[Quality Standards | Aged Care Quality and Safety Commission](#)

[Charter-of-Rights-and-Responsibilities.pdf](#)

[Charter of Aged Care Rights | Aged Care Quality and Safety Commission](#)

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