

Client Rights & Responsibilities Charter

We are committed to providing you with the highest standard of service, consistent with the mission and values of Open Support.

What you can expect from us

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.

Participation

- 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.

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.

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.

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.

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

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 at Open Support, 438 Victoria St, Darlinghurst 2010; or visit our website at www.opensupport.org.au

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What we expect from you

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.

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.

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.
- Tell staff or volunteers about any problems you encounter with the services you receive.

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.

Please let us know if you require an interpreter.

These Open Support Client Rights and Responsibilities have been drafted in line with the Quality Standards | Aged Care Quality and Safety Commission, Charter-of-Rights-and-Responsibilities, Charter of Aged Care Rights | Aged Care Quality and Safety Commission

*addressing unmet
social need*