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City of Burnside Home Support Program

Client Rights and Responsibilities

Fact Sheet 2016/17

About the City of Burnside Home Support Program

The City of Burnside Home Support Program receives funding through the Commonwealth Home Support Programme (CHSP) and, for younger people with disabilities, through the SA Home and Community Care (HACC) Program.

All service providers for these programs have specific responsibilities and must meet certain standards (the Home Care Standards).

You have a right to be treated well and given high-quality care and services in the Home Support Program, but you also have certain responsibilities when accessing these services.

Charter of Care Recipients Rights and Responsibilities

The Australian Government has developed a *Charter of Care Recipients' Rights and Responsibilities for Home Care (the Charter)* to make sure everyone is aware of their rights and responsibilities during service delivery.

The Charter is included as an insert in this Fact Sheet and copies are also available from Program Facilitators or to download from the Department of Health www.agedcare.health.gov.au.

Who is the Charter for?

The Charter is for you, City of Burnside, and others involved in your care, such as your family and friends.

The Charter specifies carers should be recognised as partners in care, and be able to participate in decision-making for services when the service recipient is unable to do so.

It is also important that anyone else you might nominate to act as your advocate reads the Charter and understands what it contains.

A summary of your rights under the Charter

The Charter outlines your rights when receiving services, including the right to:

- Be treated with respect
- Be involved in deciding what services will meet your needs
- Have a written agreement about what you and City of Burnside have agreed to
- Have your services reviewed
- Privacy and confidentiality of your personal information
- Be given information on how to make comments and/or complaints about services
- Have your fees determined in a way that is transparent, accessible and fair
- Be given a copy of the Charter.

A summary of your responsibilities under the Charter

The Charter also outlines your responsibilities when receiving services, which are to:

- Respect the rights of care workers
- Give enough information to City of Burnside's Home Support Program so we can develop and deliver your care plan
- Follow the terms and conditions of your written agreement
- Allow safe and reasonable access for care workers at the times agreed in your care plan
- Pay any fees outlined in your written agreement.

Understanding the Charter

This Fact Sheet has been designed to describe the purpose of the Charter and provide a simple understanding of what it contains. However, you should read the Charter all the way through.

If you don't understand the Charter, or any part of it, you can ask your Program Facilitator to explain it to you or seek advice from a family member, friend or an independent aged care advocate.

The Home Care Standards

Apart from the *Charter of Care Recipients' Rights and Responsibilities for Home Care (the Charter)*, the City of Burnside Home Support Program is required to meet the Home Care Standards developed by the Australian Government.

There are three specific Standards, with a set of 18 Expected Outcomes under those Standards. The Home Support Program regularly participates in a Quality Review to ensure those expected outcomes continue to be achieved.

Among many other requirements, the Home Care Standards require the Home Support Program to:

- Give you information about your services
- Speak with you about any changes to those services
- Respect your privacy and dignity
- Handle your concerns or complaints fairly and confidentially.

The Standards also make sure you are able to choose someone to speak on your behalf (an advocate) in the case of any concerns or complaints.

What to do if you have concerns

If you, your carer, or anyone else is concerned about your rights or responsibilities during service delivery, it is important to discuss this with your Program Facilitator.

There are also two other Fact Sheets that provide useful information about how to manage any concerns you may have:

- City of Burnside Home Support Program – Advocacy, and
- City of Burnside Home Support Program – Compliments, Complaints and Appeals.

These will help if you are unable to resolve concerns by talking to your Program Facilitator.

City of Burnside Home Support Program contacts

Office Hours Monday to Friday 8:30am – 5:00pm

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| Manager Community Connections | 8366 4143 |
| Team Leader Community Support and Wellbeing | 8366 4176 |
| Facilitator – In Home Support | 8366 4227 homeassist@burnside.sa.gov.au |
| Facilitator – Group Social Support | 8366 4144 3Rs@burnside.sa.gov.au mensshed@burnside.sa.gov.au |
| Community Care Administration | 8366 4142 |
| Social Activities Administration | 8366 4166 |
| Home Maintenance Administration | 8366 4221 |
| Group Social Support Administration | 8366 4221 |

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