

RIGHTS AND RESPONSIBILITIES

All recipients of care have specified rights including a basic right to have a client agreement with the service provider. These rights apply regardless of whether a care subsidy is being claimed in their name.

In addition to a Consumer/Individual agreement and security of tenure (NDIS), recipients have the following rights:

- to be involved in deciding, and choosing, the care most appropriate to meet their needs;
- to be given enough information to make an informed choice about their care;
- to receive care that takes account of their lifestyle, cultural, linguistic and religious preferences;
- to be given a copy of their plan outlining the services they will receive. This plan should be included in the Consumer/Individual agreement. Any changes to the plan should be made in consultation with the Consumer/Individual, agreed to by the Consumer/Individual and signed where possible, and incorporated into the agreement;
- participate in social activities and community life as they choose;
- to be treated with dignity, with their privacy respected;
- to complain about the care they are receiving, including the manner in which it is being provided, without fear of losing the care or being disadvantaged in any other way; and
- to choose a person to speak on their behalf for any purpose. If a Consumer/Individual does appoint an advocate to act on their behalf, the approved provider must allow the advocate access to the service.

In the spirit of the Consumer/Individual/Carer and Triple A Care having reciprocal responsibilities, the Consumer/Individual/Carer's responsibilities include the following:

- respecting the rights of staff and the provider to work in a safe and healthy smoke-free environment free from harassment;
- caring for their own health and well-being, as far as he or she is capable;
- providing information to the provider about their wants and needs;
- notifying the provider of any special requirements, including any proposed leave dates;
- informing the provider about any required changes to their plan or agreement; and
- providing constructive feedback to the provider about the service's performance.
- taking responsibility for the results of any decisions they make;
- playing their part in helping Triple A Care to provide them with services.

COMMENTS AND COMPLAINTS

Triple A Care aims to provide a high quality service, and welcomes all feedback as this enables us to continually improve our services.

Be assured, your service will not be stopped if you are not happy and decide to make a complaint.

If you do not feel comfortable with the Triple A Care staff member who visits you, please let the Coordinator know. A change of staff can be arranged if necessary.

If you feel your rights are not being respected or if you have any other complaint or concern about the services you are receiving you can try any of the following:

- if you feel comfortable about it, you could discuss the situation with the member of staff concerned - this may quickly clear things up;

- if you don't feel comfortable talking to the staff member or talking did not sort out the problem you can contact the Coordinator on 08 9328 7688;
- if the problem is still not sorted out you may wish to contact the General Manager on 08 9328 6202.

ADVOCACY

Advocacy services available for Triple A Care clients include:

- **Advocare - Phone: 9328 3488, Phone: 1800 655 566**
- **Health and Disability Services Complaints Office (Ha DSCO) - Phone: (08) 6551 7600 Email: mail@hadsco.wa.gov.au**

You have the right to have an advocate: an advocate is a person who, with the authority of yourself, represents your interests. This may be a family member, friend or advocacy service.

Advocates are welcome by Triple A Care as representing your interests and we will work together to assist you in any way we can.

Advocates may be used during assessments, reviews, and complaints or for any other communication between yourself and Triple A Care.

PRIVACY AND CONFIDENTIALITY

Triple A Care is committed to the principles outlined in The Privacy Amendment (Enhancing Privacy Protection) Act 2012 and has in place procedures that ensure compliance with the legislation. Our clients and their carers are given the opportunity to provide feedback regarding our services.

To protect your privacy:

- your files are kept in a safe and secure place;
- information is collected in a way that makes it clear who it is collected for and what it is used for;
- all information relating to clients is confidential and will not be disclosed to any other person or organisation without the permission of the client.
- permission to share information will be sought only when sharing is necessary to ensure appropriate services are delivered;
- only information necessary for delivering effective services is collected. That is, only the information required on the assessment form is obtained;
- the provision of information to people outside the service will only be authorised by the Coordinator;
- staff receive ongoing training that they are not to discuss clients outside of the service;
- assessments and reviews of clients are always conducted in private with the Coordinator and yourself, and, if you wish, your carer or advocate;
- during assessments and reviews the Coordinator will note any particular privacy requirements you may have, e.g. a preference for a male or female carer and, if possible, we will try to meet these requirements;
- any discussions between staff about clients are held in a closed office.

CONTACTS

Coordinator Support Services – (08) 9328 7688

General Manager - (08) 9328 6202