

CHARTER OF AGED CARE RIGHTS

Linked Community Services would like to invite people receiving services from the Commonwealth Home Support Programme (CHSP) the opportunity to visit or contact our offices to discuss and / or to sign the Charter of Aged Care Rights.

We are committed to delivering services that are individually tailored to the people using our services. To achieve this, we need to hear about the experiences of people using our services and to inform people of client rights.

The rights we would like to discuss include:

- Being informed about care and services in a way that is understood by the users of our services.
- The choice of which person will act as an aged care advocate or speak on behalf of the person using the services, if needed.
- Being safe, living with dignity, free from abuse and neglect, and always being treated with respect.
- Expecting and receiving high quality care and services of your choice.
- Respect and support for identity, culture and diversity that is valued by service providers and supported through the provision of culturally safe spaces.
- Obtaining details about the information that service providers keep regarding Clients. This includes the information that service providers keep about Clients' care, the services used, Clients' rights and personal information.
- Choice about care, personal and social life, with personal privacy and personal information protected.
- Understanding that Clients have the right to choice and control, including when their choices involve personal risk (this is called 'dignity of risk').
- Independence, and to have a voice that is understood and listened to, with choice and control over, and participation in decision making about, personal aspects of daily life, finances and possessions.
- Having complaints heard and dealt with fairly and promptly, free from reprisal, and to exercise any right free from adverse effect to services provided or treatment received.

The Charter of Aged Care Rights is included overleaf and at the back of our handbook (see page 22 and 23 of the handbook sent to you with this letter). As proud providers of CHSP we want to ensure that people receive the maximum benefit from the services we deliver.

We encourage people to discuss the Charter of Aged Care Rights with one of our friendly and knowledgeable staff. Please call our office on 6583 8644 to make a time to talk with Suzy.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Carlie McWilliams".

Carlie McWilliams
Chief Executive Officer
11 September 2019

CHARTER OF AGED CARE RIGHTS

I have 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;
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.

Consumer

Consumer (or authorised person)'s signature (if choosing to sign)

Full name of consumer

Full name of authorised person (if applicable)

Provider



Carlie McWilliams

Signature and full name of provider's staff member

Linked Community Services

Name of provider

12/9/2019

Date on which the consumer was given a copy of the Charter

12/9/2019

Date on which the consumer (or authorised person) was given the opportunity to sign the Charter

Consumers

Consumers have the option of signing the Charter of Aged Care Rights (the Charter). Consumers can receive care and services even if they choose not to sign.

If a consumer decides to sign the Charter, they are acknowledging that their provider has given them a copy of the Charter, and assisted them to understand:

- information about consumer rights in relation to the aged care service; and
- information about consumer rights under the Charter.

Providers

Under the aged care law, providers are required to assist consumers to understand their rights and give each consumer a reasonable opportunity to sign the Charter. Providers must give consumers a copy of the Charter that sets out:

- signature of provider's staff member;
- the date on which the provider gave the consumer a copy of the Charter; and
- the date on which the provider gave the consumer (or their authorised person) the opportunity to sign the Charter;
- the consumer (or authorised person)'s signature (if they choose to sign); and
- the full name of the consumer (and authorised person, if applicable).

The provider will need to retain a copy of the signed Charter for their records.