



Your rights and responsibilities

A guide to help you understand your rights and responsibilities as a Home and Community Care (HACC) client



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED



Australian Government



YOUR RIGHTS as a HACCC client

Support services funded by the HACCC Program are required to meet certain standards in quality care. The Rights and Responsibilities described here are all related to those standards.

As a person receiving a HACCC service you have a right to:

- **privacy and confidentiality**, and to access all personal information kept about you by your service
- be treated with **respect and courtesy**
- receive good **quality** services
- be **informed and to be consulted**
- be **part of decisions** made about your care
- have another person of your choice to support you and **advocate** (speak) on your behalf
- have your comments valued and to **make a complaint** if you are not happy with the support you receive.

Privacy and confidentiality

You have the right to privacy and confidentiality, and to understand what information is held about you on HACCC Regional Assessment Services and service provider files. This means they will:

- *explain what personal details they keep about you and where this information is stored*

- *explain what this information is used for and seek your consent to share relevant information to support your continuity of care*
- *offer you information about whom you can contact to discuss any concerns you may have regarding privacy and confidentiality.*

Be treated with respect and courtesy

HACC Regional Assessment Services and service providers should respect the decisions you make about your lifestyle. They should listen to what you have to say and show courtesy to you. This means they will:

- *involve you in the development of your support plan*
- *respect your cultural and religious beliefs*
- *offer you information about who you can contact to discuss any concerns you may have about your care.*



Receive a quality service

HACC Regional Assessment Services and service providers should inform you about what support can and cannot be provided. They should also provide you with planned and reliable support. This means that you will be:

- *informed about the type of support that can be provided*
- *provided appropriate support services based on your assessed needs*
- *provided with a copy of your agreed support plan*
- *consulted about any proposed changes to the support that you receive*
- *wherever possible, provided with flexibility in adapting support to meet your needs.*

Be informed and consulted

HACC Regional Assessment Services and service providers should inform you about the support available to you and about your rights as a client. HACC Regional Assessment Services will:

- *conduct an assessment to identify your support needs*
- *involve you (and/or a family member) in the assessment process*
- *discuss the level (amount) of support you can receive from HACC*
- *provide you with information about the WA HACC Fees Policy and discuss your capacity to pay fees for support services according to your level of income.*

Participate in decisions about your care

HACC Regional Assessment Services and service providers should involve you, and your carer, in decisions about the support provided to you. This means they will:

- *involve you and/or a family member/friend in any decisions including developing and reviewing your support plan*
- *discuss any changes to your support plan with you.*



Have access to an advocate

HACC Regional Assessment Services and service providers should support you to express your views. This means they will:

- *encourage you to have a friend, family member, or person from an advocacy service to support or represent you at any time*
- *provide you with information about Advocare, an independent advocacy agency funded by HACC, and how you can contact them if you request an advocate.*

Make a complaint

HACC Regional Assessment Services and service providers should encourage you to provide feedback about the support you are receiving. This means they will:

- *provide you with a copy of the WA HACC or service provider's complaints policy*
- *encourage you to discuss with them any concerns that you have about the support you receive*
- *provide you with information about who to contact if you are not satisfied with the outcome of concerns you have raised*
- *ensure that your complaint is confidential and this does not disadvantage you in any way, now or in the future.*

Your Responsibilities as a HACC client

While you have a number of rights as a client, you also have responsibilities to the people providing support to you.

As a person receiving support from HACC you have a responsibility to:

- *treat staff with respect and courtesy*
- *provide a safe working environment for staff*
- *take responsibility for the results of any decisions which you make with the service provider about your support needs.*

Treat staff with respect and courtesy

As someone receiving support from HACC you should treat staff with the same respect and courtesy you would like to be given. This means you should:

- *let the service provider know as soon as possible if you are going away*
- *listen to your support worker's suggestions and speak to them politely.*

Provide a safe work environment for staff

As someone receiving support from HACC you should ensure that your home is a safe work environment for a support worker. This means you should:

- *make sure you inform staff members of any hazards around the home*

- *ensure access is safe (this could include appropriately restraining your dog, if it displays unfriendly or threatening behaviour to visitors)*
- *provide a smoke-free environment.*

Take responsibility for the results of any decisions which you make with HACC Regional Assessment Services and service providers about your support needs

As someone receiving support from HACC you are responsible for any decisions you make with a service provider about your support needs. This means you should:

- *take responsibility for being at home when you have arranged for support to be provided*
- *use equipment such as non-slip mats and hand rails when recommended.*



For further information on the Home and Community Care Program contact:

Commonwealth Respite and Carelink Centres

FREECALL™ 1800 052 222*

(*calls from mobile phones charged at applicable rates)

Who will:

- *Provide information about the HACC Program and other community care programs*
- *conduct an eligibility screening*
- *refer you for a face to face assessment to identify your level of need.*

Other useful contacts

ADVOCARE

Telephone: 9479 7566 or 1800 655 566

WA HACC PROGRAM WEBSITE

www.health.wa.gov.au/hacc

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This document can be made available
in alternative formats on request from
a person with a disability.