

Policy Title	Client Rights and Responsibilities Policy
Policy Category	Operational
Number & Version	SVC-MSO-PO-098-01
Policy Owner	Community Services
Approval by	CEO
Effective date	
Date for review	September 2021

1. STRATEGIC PURPOSE

Snowy Valleys Council (Council) in its role as a Local Government Authority is committed to managing compliance relating to work participants' rights and responsibilities.

2. POLICY STATEMENT

Council's Multi Service Outlet (MSO) aims to make sure all clients are aware of their rights and responsibilities under the Charter of Aged Care Rights (2019).

3. DEFINITIONS

Multi Service Outlet (MSO) A council run initiative providing services to the elderly, their carers and people with disabilities in the local government area.

Client: Person receiving the service.

Carer: A family member or paid helper who regularly looks after the person receiving the service.

Employee A person employed by Council on a permanent, temporary or casual basis, that provides direct or indirect support to a person who is in receipt of services and / or support from the MSO.

4. CONTENT

The client and with permission, their carer, has access to all information about themselves held by the MSO.

In cases where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian / advocate are to be acknowledged and respected.

4.1 Principles

- Each individual is unique and has their own interests and skills.
- Older adults and people with disabilities have the same rights to meaningful inclusion in a community, as all people do. This includes all areas of life such as leisure, learning, work, relationships, transport and help within the home.
- Clients have the right to make their own decisions about how they will connect with others in their chosen community and the Multi Service Outlet will be respectful of their choices and plans.
- The MSO has joint responsibility to support clients and the community to find ways to increase opportunities for inclusion and meaningful participation.
- The wider community will benefit when older adults and people with a disability contribute and are actively included
- Carers have a right to participate in their chosen communities in a way that meets their own interests and needs beyond their caring role.

4.2 Rights

- The client, and with permission, their carer should be involved in decisions about their assessment and care plan. They should be aware of all the options available, and any fees to be charged.
- Clients should be made aware of the standard of service they can expect.
- Services should be provided in a safe manner which respects the dignity and independence of the client, and is responsive to the social, cultural and physical needs of the client and the needs of the carer.
- Client's access to services should be decided only on the basis of the client's need and the capacity of the service to meet that need. Clients have a right to refuse a service and refusal should not prejudice their future access to the services.
- Clients have a right to complain about the service that they are receiving without the fear of retribution.
- Complaints by clients should be dealt with fairly, promptly and without retribution. The client may involve an advocate of their choice to represent his / her interests.
- Client views should be taken into account in the planning and evaluation of the service.
- Client's rights to privacy and confidentiality should be respected.

4.3 Client Responsibilities

- The Client should let the agency know if he / she is not going to be at home when an employee is due to visit.
- Clients should act in a way which respects the rights of other clients and employees / volunteers.
- Clients need to take responsibility for the results of any decision they make.
- Clients are to play their part in helping the MSO provide them with services.

4.4 Service Responsibilities

The MSO Coordinator is responsible, and will be held accountable for the following:

- ensuring the policy is effectively implemented in the service for which they have control
- monitoring staff compliance with the requirements of the policy
- ensuring training and information is provided to staff to carry out this policy
- ensuring staff are familiar with the requirements of the policy, and have sufficient skills, knowledge and ability to meet the requirements.

5. ASSOCIATED LEGISLATION

Charter of Aged Care Rights (2019)

Privacy and Personal Information Protection Act 1998

6. ASSOCIATED COUNCIL DOCUMENTS

Records Management Policy - SVC-GOV-PO-062-01

Complaints Policy - SVC-COR-PO-037-01

7. HISTORY

Date	Action	Name	Policy Number	Resolution Date	Resolution Number
	Superseded	Client Rights & Responsibilities Policy	TSC-MSO-011-0 (Former Tumbarumba Shire Policy)		