

## **Client Rights and Responsibilities**

The Service is committed to ensuring all people receive support from Connecting Home (CoHo) have adequate information about their rights and responsibilities. Information leaflets will be provided to all new clients.

### **Client Rights**

Clients who use our services or participate in programs and activities provided by CoHo have the following rights:

- The right to quality and respectful support regardless of gender, race, social status or sexual preference, taking into account such things as cultural background, health status or special needs.
- The right to confidential, including anonymity and considerate care, respecting privacy and dignity, in a safe non-threatening environment.
- The right to adequate information regarding all aspects of services provided and referrals made, in order to make informed choices regarding their Case Plan. The information should be easily understood and in an appropriate language.
- The right to consent to, or to refuse support or referral, or to refuse to participate in educational or research programs.
- The right to decide who will be present at a consultation eg advocate, interpreter or a student.
- The right to request transfer to another staff member.
- The right to participate in decision making about their care, in line with a mutually agreed action plan.
- The right to make a complaint about the service received from CoHo and expect that this complaint will be investigated appropriately and in confidence. Clients will not be disadvantaged in receiving continuing service by making a complaint.
- The right to read their Client File in accordance with the CoHo Privacy, Confidentiality and Freedom of Information Policy.

## **Client Responsibilities**

Connecting Home (CoHo) believes that clients have responsibility for their own identified Goals as far as this is possible. Promotion of a mutually acceptable partnership between clients and service providers can be ensured if clients are aware of their following responsibilities:

- To show consideration and respect and behave in a manner which does not cause undue disruption to staff and other users of the service.
- To maintain confidentiality regarding information about other clients or participants in groups or programs conducted by CoHo.
- To provide complete and accurate information to the service provider in order to receive the best care. Clients are encouraged to ask questions, discuss their care plan and if in doubt request a second opinion.
- To keep appointments or give notice as early as possible if unable to attend.
- To follow the agreed Care Plan which has been chosen in consultation with the Support Worker

## **Staff Responsibilities**

All staff at Connecting Home (CoHo) should have a thorough working knowledge regarding client rights and work in a way that reinforces and builds on these rights.

Staff responsibilities are to:

- Be aware of, and adhere to, the charter of client rights as outlined above.
- Ensure clients receive verbal and written information regarding their rights at the time of first contact and, where possible, ensure that this information is in an appropriate language.
- Discuss confidentiality issues with clients and possible limits to confidentiality – for example, duty of care, professional development, auditing of files, data collection, opening of files to other disciplines to discuss with clients, and obtain their permission before discussion, issues with other service professionals either within CoHo or outside agencies.
- Discuss with clients involved in groups and programs the importance of maintaining confidentiality in regard to other group members.



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- Provide all new clients with a copy of the Rights and Responsibilities leaflet prior to the initial assessment.
- Ensure that communication occurs with the care provider should effective communication with the client not be possible.