

## Customer/Participants Charter of Rights and Responsibilities

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Policy Application	Charter of Rights and Responsibilities
Policy Category	Customer/Participant
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Applicable Legislation	NDIS guidelines

### CUSTOMER/PARTICIPANT RIGHTS

Customers/Participants have the right:

- to be treated as an individual, and have their individual preferences respected
- to be treated with dignity and respect
- to have their privacy respected at all times
- to receive support that is respectful of them as an individual
- to freedom of speech at anytime
- to access advocates and other support mechanisms if required
- to have their support delivered without exploitation, abuse, discrimination, harassment or neglect

### SERVICE DELIVERY MODEL - CHOICE AND FLEXIBILITY

Customers/Participants have the right:

- to be supported by greyCare ensuring their personal needs are met
- to have individual goals set in relation to their support outcomes they seek
- to be able to determine the level of ongoing involvement and control they would like in the provision of support
- to make decisions relating to the delivery of their support
- to maintain independence where possible while receiving support from greyCare
- to choose the support that best meets their goals and assessed needs and preferences, within the limits of the resources available
- to full flexibility in the way the support is provided in their home
- to participate in making decisions that may affect them
- to be involved in all planning and evaluation of their support

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- to have their representative, advocate or family member participate in decision making, relating to their support if requested and if they do not have the capacity to make decisions in their own right
- to choose the approved provider to provide support and to have flexibility to change their approved provider
- to have the right to have an advocate involved in all their support planning and review

### CUSTOMER/PARTICIPANT – SUPPORT

Customers/Participants have the right to:

- receive reliable, coordinated, safe, quality support which is appropriate to their individual goals and assessed needs
- receive within 14 days after commencement of support a written plan of their support they have agreed to
- receive support that takes into account their individual preferences
- ongoing review of the support they receive, including changes in their personal circumstances and modification of their support when required
- receive an individualised budget and monthly statement of available funds and expenditure
- have their individualised budget reviewed and revised when requested
- receive a revised budget plan of the support provided, or when the costs of providing the support changes

### CUSTOMER/PARTICIPANTS PERSONAL INFORMATION

Customers/Participants have the right to:

- privacy and confidentiality of their personal information
- access their personal information when requested
- authorise an advocate or family member to access their personal information

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### CUSTOMER/PARTICIPANTS COMMUNICATION

Customers/Participants have the right to:

- request help to understand any information they have been given
- have a written agreement that includes all support and conditions
- choose a person or advocate to speak on their behalf for any purpose

### CUSTOMER/PARTICIPANT COMMENTS AND COMPLAINTS

Customers/Participants have the following rights to be:

- given information on how to make comments and complaints about the support they receive from greyCare
- complain about the support they receive, without fear of losing the support or being disadvantaged in any way
- have complaints investigated fairly and confidentially and to have appropriate steps taken to resolve issues of concern
- involve an advocate or family member in the investigation

### CUSTOMER/PARTICIPANT FEES AND CHARGES

Customers/Participants have the following rights to:

- have fees and charges determined in a way that is transparent, accessible and fair
- receive invoices that are clear and in a format that is understandable
- have their fees and charges reviewed periodically and on request when there are any changes to their financial circumstances
- not to be denied support because of their inability to pay a fee or charges for reasons beyond their control. (A payment plan will be devised with each customer/participant to ensure continuity of support)

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### CUSTOMER/PARTICIPANT RESPONSIBILITIES

Customers/Participants have the following responsibilities to:

- respect the rights of support workers, including the right to work in a safe working environment that meets all OH&S requirements
- treat support workers without exploitation, abuse, discrimination or harassment
- abide by the terms of their written service agreement
- acknowledge their needs may change and to negotiate changes of support if required
- accept responsibility for their own actions and choices even though some actions and choices may involve an element of risk
- give enough information to assist greyCare to develop, deliver and review support plans
- inform greyCare about any problems with their support
- before they change approved providers, to inform greyCare of the day they intend to cease support (As per service agreement six weeks from notice period)
- allow safe and reasonable access for support workers at the times specified in their support plan or otherwise by agreement
- provide reasonable notice if they do not require support to be provided on a particular day. (As per agreement 24 hours' notice unless under an emergency situation)