

# Participant Rights and Responsibilities Policy



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Participant Rights and Responsibilities Policy		
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# Participant Rights and Responsibilities Policy



## Policy Intention

The policy intention is to ensure that Accomplished Choice Solutions Pty Ltd Participants are aware of their rights and responsibilities. Accomplished Choice Solutions Pty Ltd Participants have the right to feel safe, expect a professional and confidential service, and the right to expect that information about them to be managed appropriately.

Accomplished Choice Solutions Pty Ltd staff will respect a person's culture, religious beliefs, sexual orientation, their individual right to privacy and be guided by the following principles:

- We make services safe, responsive and easy to access
- We are trained to understand and respond to all your needs
- We respect diversity and learn about you and your culture
- We recognise and respond to the impact of trauma
- We include the people important to you
- We believe making change is possible
- We respect your lived experience and work with your strengths
- We work together with you and others to respond to your needs
- We advocate with you and for you and your community
- We are committed to getting better at all that we do

## Responsibility

It is the responsibility of all Accomplished Choice Solutions Pty Ltd staff, support workers, students on placement, contractors and sub-contractors to respect the rights of Participants and to maintain Participant confidentiality, according to legislative and regulatory requirements.

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## Procedure Details

Accomplished Choice Solutions Pty Ltd recognises the importance of the quality and safety of service delivery.

## Participant Rights

All Participants have the right to -

### **Access:**

All Participants have the right to fair and equitable access to a full range of Accomplished Choice Solutions Pty Ltd based on their needs and eligibility for service criteria.

### **Quality and Respect:**

Participants have the right to safe and high-quality health services, provided with professional care, skill and competence. Participants have the right to care that shows respect for them as individuals, their culture, beliefs, values and personal characteristics.

### **Choice:**

Accomplished Choice Solutions Pty Ltd staff must ensure Participants are involved in decisions and choices about their care and about health service planning.

Informed consent enhances participation and choice.

Participants have the right to have a support person or to advocate on their behalf in respect to their rights and responsibilities.

### **Be Listened to:**

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Participants have the right to comment or make a complaint about their care and have any concerns dealt with properly and promptly.

## ***Confidentiality and Privacy:***

Participants of Accomplished Choice Solutions Pty Ltd have the right to personal privacy and the proper handling of personal health and other information is assured.

The confidentiality in relationship between the Participant and their service provider is maintained and respected.

## ***Communication and Interpreters:***

Participants have the right to receive open, timely appropriate communication about health or other care in a manner they can understand.

Accredited interpreters are made available for equitable and open communication.

## Participant Responsibilities

The rights of Participants are balanced by a set of responsibilities which assist Participants get the best from the service being provided. Equally, Accomplished Choice Solutions Pty Ltd has responsibilities to the Participants. Accomplished Choice Solutions Pty Ltd strives to provide an environment where Participant rights and responsibilities are met.

To ensure optimal service experience, the responsibilities expected of all Participants include:

- Keep appointments or let us know early if you need to cancel.
- Show consideration and respect for staff, accepting that there are limits to the services that Accomplished Choice Solutions Pty Ltd can provide.
- Give the information needed to provide you with the required services.
- Ask questions about your health care so that you can make informed decisions.
- Respect the advice given to you, accepting that the final decision is yours.

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- Maintain the confidentiality and privacy of staff and other people using Accomplished Choice Solutions Pty Ltd particularly when you are participating in group programs.
- Observe safety procedures (including NO SMOKING signs) to ensure a safe environment for everyone.
- Observe the code of conduct for the service you are receiving or the program you are attending.

## Informing the Participants of their rights and responsibilities

Accomplished Choice Solutions Pty Ltd staff have responsibility to:

- Provide or ensure a Participant has received a copy of the Accomplished Choice Solutions Pty Ltd Rights and Responsibilities brochure on or before the Participant's first appointment.
- Explain and confirm with Participants and/or responsible others, their rights and responsibilities.
- Ensure that the Participant has understood the information provided before proceeding with the service provision
- Record in the Participants file that the Participant information has been provided and explained.

Copies of the Participant Rights and Responsibilities brochure are available via post or can be requested when seeing a staff member.

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## Advocacy

Advocacy can play an important role in assisting participants, their carer's, families and people important to the Participant. Accomplished Choice Solutions Pty Ltd staff are to include advocacy information in the rights and responsibilities discussion with Participants. Individual staff can advocate on behalf of individual or groups of Participants to assist with access to external services or act in a support role within service delivery.

Advocacy can also be in the form of a carer or responsible other who supports and assists an Accomplished Choice Solutions Pty Ltd participant in their care process. When a complaint or dispute cannot be resolved by the staff member, it is to be escalated to the manager or business owner to implement the participant dispute resolution process.

## Refusal and withdrawal of Participant service

The partnership between the service provider and the Participant involves respecting the right of the Participant to choose to participate or withdraw at any stage of treatment, service intervention or to accept advice.

Participants who refuse a service, or who choose to withdraw from a service, may reapply at any time or in accordance with funding and service requirements.

Accomplished Choice Solutions Pty Ltd in some circumstances may determine that it is not in the best interest to provide a service. If this is to be the recommended course of action this is to be confirmed through consultation with the Service Team or Director. If this course of action is taken Participants are to be provided with information about the dispute resolution process.

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## Restrictive access to services

Accomplished Choice Solutions Pty Ltd in some circumstances may determine that it is in the best interest of a Participant to restrict or temporarily withdraw services. Where this takes place, the Participant will be fully informed of the reasons.

The decision to restrict or temporarily withdraw a service is made in consultation with the team leader and confirmed by the Director. In the event of a decision to temporarily refuse or restrict a service, the Participant is to be provided with information outlining when and under what circumstances a service will be reinstated and this decision is to be fully documented in the Participant's health record.

Other relevant information to support and empower the Participant during this process is to be provided.

## References or Related Documents

Accomplished Choice Solutions Pty Ltd acknowledges the following charters and human rights statements:

- Participant Charter (The Department of Health & Human Services, Victoria), 2011
- Home and Community Care Statement of Rights and Responsibilities, 2015
- United Nations Convention on the Rights of the Child, 1989
- United Nations Declaration on the Rights of the Indigenous Peoples, 2007
- United Nations Convention of the Rights of Persons with Disabilities, 2006
- The Australian Charter of Healthcare Rights, 2008
- Mental health Statement of Rights and Responsibilities, 2012

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This procedure references the following legislation:

National:

- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- [Charter of Care Recipients' Rights and Responsibilities – Home Care](#). Aged Care Act 1997, Schedule 2 User Rights Principles 2014 (amended on 27 February 2017)

NSW:

- Equal Opportunity Act 2010
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006
- Disability Act 2006
- NSW Child Safe Standards

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