



RIGHTS AND RESPONSIBILITIES OF CLIENTS

PURPOSE:

To ensure clients receive accurate and timely information regarding their rights and responsibilities with respect to services from Breakaway Toowoomba Inc.

SCOPE:

- Client rights
- Consumer responsibilities

POLICY:

Clients of Breakaway Toowoomba Inc. have the following rights:

1. The right to participate and make decisions about their respite / support service. In situations where a client has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
2. A contribution (fee) will be charged for respite by Breakaway Toowoomba Inc. (in circumstances of economic disadvantage, the fee may be reduced or waived). Families are encouraged to discuss any concerns with the Executive Officer.
3. The right to be protected from abuse, (be it physical, sexual, emotional, verbal, social or financial) with regards to the respite support they receive from Breakaway Toowoomba Inc.
4. The right to have personal, religious and cultural needs accepted and incorporated into the respite support where and when appropriate.
5. The right to access and correct personal information on file with the agency, as well as access to information relating to the secure storage of such information.
6. The right to complain about the service. Clients have the right to have this complaint listened to and dealt with in a reasonable and timely manner. They also may have an advocate of their choice to represent their interests.

Reviewed: 1st January 2010

Ratified By Management Committee: 21st January 2010

Review Date: January 2011

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7. The right to receive current information relevant to making a complaint without fear of retribution.
8. The right to receive a service that is planned and implemented to meet the clients need. A support plan that is typical of community life patterns and routines and is provided with the minimal amount of intrusion into the clients private life.
9. The right to access a service from Breakaway Toowoomba Inc. which is in line with Government Departments Quality Standards and Legislation.
10. The right to support that will assist the client to live an inclusive and valued lifestyle within the community.
11. The right to receive a service that incorporates both internal and external evaluation of its service delivery.
12. The right to have input into the policy-making, strategic planning and operation of the agency. Any input to be responded to in a timely manner and documented with regards to the agency's action /response.
13. The right to appeal a service delivery decision relating to respite support from Breakaway Toowoomba Inc.
14. The right to choose to become a member of the organisation with all its privileges. Relevant information will be given to clients to assist them in making that choice.
15. The right to a decision regarding access to a service that is decided only on the basis of need, resources and present capacity of the agency to meet that need.
16. The right to refuse a service and that refusal will not prejudice their future access to the service.
17. The right to have information about Breakaway Toowoomba Inc. Policies / Procedures provided on a regular basis and to have an opportunity to have that information explained to them if clients feel it is necessary.

Responsibilities – Clients of Breakaway Toowoomba Inc have:

1. The responsibility of notifying the agency of any change of their addresses and / or telephone numbers.
2. The responsibility of providing the agency with all correct information relating to their need for respite support; e.g. services they currently receive from other agencies. The amount of support they receive from other agencies and how often they receive that support. As well as correcting / updating any information held by the agency.

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3. The responsibility of complying with the Breakaway Toowoomba Inc. Policy and Procedures relevant to them.
4. The responsibility of complying with the Breakaway Toowoomba Inc. Medication and Health Practices Policy and Procedures if medication is required to be administered to the care recipient during times of support from Breakaway Toowoomba Inc; i.e. carers are required to provide all information to Breakaway Toowoomba Inc. Executive Officer or relevant staff regarding medication or any other forms of treatment the care recipient is currently receiving.
5. The responsibility of contacting the Executive Officer in the first instance if they have a complaint about any aspect of the service they receive from Breakaway Toowoomba Inc. (refer to Client Complaint and Grievance Policy).
6. The responsibility of informing Breakaway Toowoomba Inc. at the time of planning the support or during times of service delivery from Breakaway Staff, of a communicable disease or behaviour matters that could put others at risk.
7. The responsibility of notifying Breakaway Toowoomba Inc as early as possible if a cancellation of support is to occur. (Note: For changes / cancellations at the Guesthouses, a minimum of a week's notice is required and where possible a minimum of 24 hours notice for all other services).
8. The responsibility of providing and naming the necessary personal items for their son / daughter during support time; i.e. hats, sunscreen, warm clothing, shaving cream, toilet gear, special food, etc.
9. The responsibility of paying of all fees for services received, or to contact the Executive Officer if they are experiencing difficulty in paying the fees.
10. The responsibility of paying Contribution Fees and Travel Fees. (Clients are encouraged to contact the Executive Officer where alternative arrangements need to be considered regarding the payment of fees and or the amount of fees to be invoiced).
11. The responsibility of providing the appropriate amount of money for the cost of entry and participation at events when their son or daughter is receiving respite support.
12. The responsibility of complying with Breakaway Toowoomba Inc. Grievance Policies and Procedures; e.g. the Clients Complaint Policy and Procedure and the Medication and Health Practices Policy and Procedure.

Approved (Executive Officer) David BellDate 21.01.10

Approved (Chairperson) Paul G. G. G.Date 21.01.10