

The Paraplegic and Quadriplegic Association of SA Inc



Client Rights and Responsibilities Statement

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) believe that in life we all have rights and responsibilities. PQSA in accordance with the overarching Human Rights and Quality Management Principles are committed to promoting ethical, respectful and safe service delivery, which meets if not exceeds, legislative requirements and achieves positive outcomes for all people involved in PQSA's service delivery.

Approved by:

Date: August 2013

The Paraplegic and Quadriplegic Association of SA Inc.(PQSA) is incorporated under the *Association Incorporation Act 1985 (SA)* and conducts its business through operating Divisions, namely PARAQUAD SA and HomeCare+.

RIGHTS

As a recipient of PQSA services you have the following rights to be;

- ◆ Treated with dignity and respect;
- ◆ Provided with services that are free from discrimination, exploitation, harm, neglect, abuse or violence;
- ◆ Provided with a service that is responsive and sensitive to your social, religious, cultural and emotional needs.

To promote the rights of clients, PQSA will ensure your:

1. PARTICIPATION and INDIVIDUAL INVOLVEMENT in service provision through:

- ◆ Involvement in your communities, to ensure services work collaboratively with individuals to enable genuine participation;
- ◆ Participation in decision making that affects your care;
- ◆ Collaboratively planned, delivered and reviewed services that enable the achievements of your goals;
- ◆ Choice in the care and services that best meet your assessed needs within the limits of the resources available;
- ◆ Representative participation in decisions relating to your care if you do not have capacity.

2. PERSONAL INFORMATION will be maintained appropriately:

- ◆ All personal information will be kept confidential in a secure location;
- ◆ Personal stories will not be discussed without your explicit consent;
- ◆ You will be provided with access to any records and information relating to you in the company of an Association employee.

3. COMMUNICATION and SERVICE ACCESS will be open and transparent and will ensure you have access to:

- ◆ Up-to-date information about the organisation and its services in a format that is easy for you to understand;
- ◆ An interpreter if you require help to understand the service/s that we are offering;
- ◆ Information that is clearly explained, about what you can expect from our services given in collaboration with you and your family/significant other;
- ◆ The ability to refuse a service or change service providers without fear of penalty or discrimination.

4. FEEDBACK and COMPLAINTS will be heard and actioned in a proactive, timely and collaborative manner, To that end, we will;

- ◆ Listen without bias;
- ◆ Give you information on how to give feedback or make a complaint about your service(s);
- ◆ Investigate all complaints fairly and take appropriate steps to resolve all issues;
- ◆ Ensure your right to provide feedback about the services we provide without fear of being disadvantaged in any way;
- ◆ Assist you to appoint independent support or advocacy if required;
- ◆ Provide information on how to appeal a decision made by PQSA in relation to a complaint you have made;
- ◆ Use feedback and complaints in a constructive manner to improve service provision and worker education.

5. RATES and CHARGES (where applicable) will be:

- ◆ Explained to you and will be determined in a way that is fair;
- ◆ Set out on an invoice in a format that is clear and understandable.

6. SERVICE MANAGEMENT - we will strive to continually improve our services by ensuring you have:

- ◆ Suitably qualified, skilled and supported workers;
- ◆ Assistance as far as is reasonably practicable with ensuring a safe work environment for all workers in your home;
- ◆ Services that are quality assured, comply with legislative, regulatory and your contractual requirements;
- ◆ Services that are respectful to you and your family;
- ◆ Services are provided that do not make you feel obliged to be grateful.

RESPONSIBILITIES

As a recipient of PQSA services you have the following responsibilities:

- ◆ To treat all PQSA workers involved in your service provision, with dignity and respect;
- ◆ Provide a working environment that is free from discrimination, exploitation, harm, neglect, abuse or violence;
- ◆ Acknowledge workers' rights to their individual social, religious, cultural and emotional needs.

You can ensure these responsibilities are maintained as follows:

1. PARTICIPATION and INDIVIDUAL INVOLVEMENT in service provision by:

- ◆ Asking questions regarding any aspect of the service that you do not understand.

2. PERSONAL INFORMATION

- ◆ Respect and do not violate a workers right to privacy and confidentiality.

3. COMMUNICATION and SERVICE ACCESS by ensuring that you:

- ◆ Give reasonable notice if you need to change schedules or appointments that will impact on your service;
- ◆ Give sufficient information to assist us to develop and deliver appropriate support and services;
- ◆ Are open and honest in your communication with us - tell us if you are having problems or you have concerns about our services.

4. RATES and CHARGES (where applicable) - you are responsible for:

- ◆ The payment of charges as agreed;
- ◆ Providing applicable information to ensure appropriate charges are set for the services that you are receiving.

5. SERVICE MANAGEMENT

- ◆ Provide so far as is reasonably practicable a safe work environment, free from obstacles and hazards that could cause injury or harm;
- ◆ Do not ask workers to do more than their agreed duties or stay longer than the time allotted to your service.

These rights and responsibilities have been adapted from the Draft National Standards for Disability Service, the ISO Quality Management Principles and the Work, Health and Safety Act 2012.

