

RIGHTS & RESPONSIBILITIES OF CONSUMERS

Consumer Rights

Consumers' key rights are:

- The right to respect for their individual human worth and dignity.
- The right to be treated with courtesy.
- The right to be assessed for access to services without discrimination.
- The right to be informed and consulted about available services and other relevant matters.
- The right to be part of decisions made about their care.
- The right to choose from available alternatives.
- The right to pursue any complaint about service provision without retribution.
- The right to involve an advocate of their choice.
- The right to receive good quality services.
- The right to privacy and confidentiality, and access to all personal information kept about the consumer.

Consumer Responsibilities

Consistent with their status as members of Australian society, consumers of services have a responsibility:

- To respect the human worth and dignity of the service provider, staff and other consumers.
- To treat service provider staff and other consumers with courtesy.
- For the results of any decision they make.
- To play their part in helping the service provider to provide them with services.
- To provide a safe work environment for staff and help them to provide consumers with services safely.

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Service Provider Responsibilities

In providing services, service providers have a responsibility:

- To enhance and respect the independence and dignity of the consumer.
- To ensure that the consumer's access to a service is decided only on the basis of need and the capacity of the service to meet that need.
- To inform consumers about options for support.
- To inform consumers of their rights and responsibilities in relation to services.
- To involve the consumer and carer in decisions on the assessment and service delivery plan.
- To negotiate with the consumer before a change is made to the service being provided.
- To be responsive to the diverse social, cultural and physical experiences and needs on consumers.
- To recognise the role of carers and be responsive to their need for support.
- To inform the consumer about the service to be delivered and any fees charged.
- To inform the consumer of the standards to expect in relation to services they may receive.
- To ensure that the consumer continues to receive services agreed with the provider, taking the consumer's changing needs into account.
- To respect the privacy and confidentiality of the consumer.
- To allow the consumer access to information held by the service provider.
- To allow the carer access to information held by the provider about the consumer where the carer is the legal guardian or has been authorised by the consumer.
- To deliver services to the consumer in a safe manner.
- To respect a consumer's refusal of a service and to ensure any future attempt by the consumer to access a service is not prejudiced because of that refusal.
- To deal with consumer's complaints fairly and promptly and without retribution.
- To mediate and attempt to negotiate a solution if conflict arises between the carer and the elderly person or younger person with a disability.
- To accept the consumer's choice and involvement of an advocate to represent his or her interests.
- To take into account the consumer's views when planning, managing and evaluating service provision.

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