



CONSUMERS' RIGHTS POLICY

Review Details

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DETAILS OF CHANGES

Date of Revision	Revision Description
24/02/2023	Review and update the Consumer Rights and Responsibilities Policy

PLANNED REVIEW

Date of Next Review	Revision Description
24/02/2025	

Related Legislations and Standards:

- Aged Care Quality and Safety Standards
- Fair Work Act 2009
- NDIS Quality and Safeguard Standards
- Privacy Act 1988
- Return to Work Act 2014 (SA)
- Return to Work Regulations 2015 (SA)
- Work Health and Safety Act 2012 (SA)
- Work Health and Safety Act 2011 (Cth)

Related Policies and Procedures

- Care Plan Policy
- Consider Consumers' Financial Difficulty Policy and Guidelines
- Consumers' Rights Policy
- Domestic and Family Violence Policy
- Equal Opportunity Policy
- Feedback and Complaint Management Policy & Procedure
- Freedom of Information Policy
- Privacy and Confidentiality Policy
- Restricted Practices Policy and Procedure
- Workplace Bully Policy
- Workplace Harassment Policy

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1. BACKGROUND

ViWa recognises the right of each person to exercise choice and power in their own lives.

ViWa acknowledges and respect each person's expertise in making choices, which affect their lives and well-being.

The choices of individuals are fit within legal boundaries.

2. POLICY STATEMENT

2.1 Consumers' Rights

- Consumers have a right to high quality and respectful service.
- Consumers have a right to full information about services that are available for consumers' situations.
- Consumers can invite a support person of their choice to be involved / present with consumers when using our services
- Consumers have the right to refuse any services that offer to them
- Consumers' personal information and situation will strictly be treated confidential and private
- Consumersr case files will be handed and kept in a confidential manner. Except for some exceptions, please see "ViWa Legal Obligations" section below.
- Consumers have the right to make complaint about our service if they think they have been treated unfairly.

2.2 Paid Workers' Rights

The rights of employees are protected by the Fair Work Commission National Employment Standard.

2.3 Unpaid Workers' Rights

In addition to consumers' rights listed above, unpaid workers' rights are:

1. Personal injury insurance cover;
2. Reimburse for out-of-pocket costs;

3. DEFINITIONS

Consumers	For the purpose of this Policy, clients mean persons who access services provided by ViWa, ViWa's members and including paid and unpaid workers.
Relevant Authority	Can be consumer's doctor, hospital, Assessment & Crisis Intervention Services (ACIS), Police, Aged Care Quality and Safety Commission, Disability Quality and Safeguards Commission

4. ViWa LEGAL OBLIGATIONS

There are legally requirements that ViWa's staff to act with duty of care and are required to disclose information to relevant authorities without your permission. Matters relating to the required reporting are:

1. Suspected of child abuse and neglect of children and young people under the age 18.
2. A threat to life:
 1. People threatening to use weapons / posses a weapon
 2. People threatening or attempting to sexually abuse another
 3. Suicidal intention
3. Missing person under the age of 18 years.
4. If we become aware of someone is committed a major crime.

5. If a case file is subpoenaed for court.
6. If we believe that this person who aged is under 16 years is at risk of hurting themself;
7. If we believe that this person who aged is over 18 years is at risk of hurting themself; we are obligated to notify to their guardian, or a person nominated by them.
8. In the case of suicide or self-harm risk, ViWa's staff is required to consult with other services even if you do not give your permission. These services can be relevant authorities.

5. ROLES AND RESPONSIBILITIES

5.1 Committee of Management (COM)

The COM is responsible for ensuring the rights of individual are respected and reviewed this policy as required.

5.2 Manager

1. The Manager ensures this policy is communicated to staff, ensures that all staff of the service are made aware of the Consumers' Rights Policy and contribute to any review of the policy based on its applicability to practice.
 1. Report to COM on matter of serious concern.
 2. Report to authorities of relevant client's funded program; if required.

5.3 Paid and Unpaid Staff

1. Providing ongoing support to clients.
2. Report to Manager/supervisor if any incidents made by clients or by themselves.

6. CONTACTS

Information about consumers' rights are available:

Health and Community Services Complaints Commissioner

Telephone: 1800 232 007

Aged Care Complaints Commissioner

Telephone: 1800 550 552

NDIS Quality and Safeguards Commission

Telephone: 1800 035 544

Equal Opportunity SA

Telephone: 08 7322 7070

Human Right Commission

Telephone: 1300 656 419