

(Service Provider Responsibilities contd)

- accept the consumer's choice and involvement of an advocate to represent his or her interests.
- take into account the consumer's views when planning, managing and evaluating HACC service provision.

## RIGHTS OF CARERS AND CONSUMERS

- The right to respect for their human worth, dignity and privacy.
- The right to be assessed for access to services without discrimination.
- The right to be informed about available services.
- 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.

## CARER AND CONSUMER RESPONSIBILITIES

- To respect the human worth and dignity of the service provider staff and other consumers.
- To accept responsibility for the results of any decisions they make.
- To play their part in helping the service provider to provide them with services.

## WE WANT TO HEAR FROM YOU



All HACC services welcome feedback from carers and consumers. If you are having problems with any HACC service in the Sutherland Shire or believe your rights are being infringed, you should talk to the service concerned or telephone one of the following:

Sutherland Shire HACC  
Development Officer 9542 6244  
NSW Ageing, Disability and  
Home Care Department 9334 3700

If you need help interpreting, call:

如果您需要傳譯的協助，請致電

إذا احتجت لمساعدة في الترجمة اتصل على الرقم:

Nếu quý vị cần giúp đỡ về dịch vụ thông  
ngôn, hãy điện thoại số:

Si necesita un intérprete, llame al:

Eğer bir tercümanın yardımına ihtiyacınız  
varsa, aşağıdaki numarayı arayınız:

Kung kailangan ninyo ng tulong nang  
tagasalinwika, tawagan ang:

Ако ви треба помош од преведувач,  
телефонирајте на:

Ako Vam je potrebna pomoć tumača, nazovite:

यदि आपको सक्वाद सहायक की सहायता की  
आवश्यकता है तो १३२ १२४ पर टेलीफोन करें।

Ако вам треба помоћ тумача, назовите:

만일 통역의 도움이 필요하시면, 연락하십시오 :

اگر به کمک مترجم نیاز دارید به شماره پانین تلفن کنید:

Telephone Interpreter Service: 131 450

Sutherland Shire HACC Development Project (May 2007)

# The HACC National Service Standards



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM  
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

... ensuring  
consistently high  
quality services  
to people with  
disabilities, frail  
older people  
and their carers

## WHAT IS HACC?

The Home & Community Care (HACC) Program is jointly funded by the Commonwealth and State governments to support people with disabilities and frail older people who are at risk of institutionalisation and their carers to live in the community.

## HACC NATIONAL SERVICE STANDARDS

In order to receive government funding, all HACC services are required to meet the following standards. This means that you receive consistently high quality HACC services.

### 1. ACCESS TO SERVICES

To ensure that each consumer's access to a service is decided only on the basis of relative need.

### 2. INFORMATION & CONSULTATION

To ensure that each consumer is informed about his/her rights and responsibilities and the services available, and consulted about any changes required.

### 3. EFFICIENT & EFFECTIVE MANAGEMENT

To ensure that consumers receive the benefit of well-planned, efficient and accountable service management.

### 4. CO-ORDINATED, PLANNED & RELIABLE SERVICE DELIVERY

To ensure that each consumer receives co-ordinated services that are planned, reliable and meet his/her specific ongoing needs.

### 5. PRIVACY, CONFIDENTIALITY & ACCESS TO PERSONAL INFORMATION

To ensure that each consumer's rights to privacy and confidentiality are respected, and he/she has access to personal information held by the agency.

### 6. COMPLAINTS & DISPUTES

To ensure that each consumer has access to fair and equitable procedures for dealing with complaints and disputes.

### 7. ACCESS TO AN ADVOCATE

To ensure that each consumer has access to an advocate of his/her choice.

## SERVICE PROVIDER RESPONSIBILITIES

In keeping with the HACC Standards, services providers are expected to:

- enhance and respect the independence and dignity of the consumer.
- inform the consumer about any options for HACC support open to him or her.
- inform the consumer of his or her rights and responsibilities in relation to HACC services.
- involve the consumer and his or her carer in the decisions about the assessment and service delivery plan for the consumer.
- negotiate with the consumer before a change is made to the service being provided.

- be responsive to the diverse social, cultural and physical experiences and needs of consumers.
- recognise the role of the carer and to be responsive to his or her need for support.
- inform the consumer about the details of the service to be delivered and any fees to be charged.
- ensure that the consumer continues to receive services agreed upon with the provider, taking the consumer's changing needs into account.
- respect the privacy and confidentiality of the consumer.
- allow the consumer access to information about him or her held by the provider.
- allow the carer access to information held by the service provider about a consumer where the carer is the legal guardian or has been so authorised by the person receiving care.
- deliver services to the consumer in a safe manner.
- respect a consumer's refusal of a service and to ensure any future attempt by the consumer to access a HACC service is not prejudiced because of that refusal.
- deal with a consumer's complaint fairly and promptly and without retribution.
- mediate and attempt to negotiate a solution if conflict about a service arises between the carer and the consumer.