



## ***PERSON’S RIGHTS & RESPONSIBILITIES POLICY & INFORMATION***

### **Policy Statement:**

People are the focus of HBCAA’s operations and it is important that their rights are acknowledged and promoted at every opportunity. HBCAA has the expectation that all employees, whether paid or unpaid will respect and uphold the rights of a person at every opportunity. As people accessing a service from HBCAA, they also have responsibilities to HBCAA, which they should be aware of.

### **Policy Aims:**

- To create the expectation that all employees, whether paid or unpaid will respect and uphold the rights of people and will actively promote the person’s rights at every opportunity.
- To ensure that all staff, paid and unpaid, all people, their carers and advocates are aware of the basic rights of all persons accessing support services at HBCAA.

### **Responsibilities:**

*The Board of Management is responsible for:*

monitoring and reviewing all organisational policies and practices; and auditing compliance with policy provisions, record keeping and training.

*Management is responsible for:*

providing support and advice to staff; and investigating and responding to complaints about alleged breaches of this policy.

*All employees, paid and unpaid are responsible for:*

adhering to all policies and practices of the organisation; and ensuring they are fully aware of and understand their obligations in relation to this policy.

### **Policy Detail:**

“All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood”.  
(United Nations Universal Declaration of Human Rights 1971)

### **Person’s Rights:**

All persons accessing HBCAA and their substitute decision-makers have the:

1. Right to be Treated with Respect;
  2. Right to Dignity and Independence;
  3. Right to Quality Services that comply with the highest standards;
  4. Right to Freedom from Harm;
  5. Right to be Fully Informed;
  6. Right to Effective Communication; and
  7. Right to Complain.
- The person, or with their permission, their carer has access to all information about themselves held by HBCAA.
  - In cases where a person 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;

- The person, and with their permission, their advocate / carer should be involved in decisions about their assessment and care plan. They should be aware of all the options available, and any fees to be charged;
- The person should be made aware of the standard of service which they can expect. Support should be provided in a safe manner which respects the dignity and the independence of the person, is responsive to the social, cultural and physical needs of the person and the needs of the family / carer;
- To be treated as an adult and as a valued member of your community at all times.
- A person's access to support should be decided only on the basis of need and the capacity of the service to meet that need. The person has the right to refuse a service and refusal should not prejudice their future access to support services;
- To be asked for your ideas and to be listened to when you have something to say.
- To be involved in the planning of their own activities.
- To be treated as an individual with your own interests and ambitions.
- To be treated with dignity and respect by staff and receive support services without discrimination at all times.
- The person has a right to complain about the support service they are receiving without fear of retribution;
- Complaints by a person should be dealt with fairly, promptly and without retribution. The person may involve an advocate of their choice to represent his/her interests. (Refer HBCAA-PPI-018 Feedback-Suggestions for Improvement Policy & Practices);
- The person's' views should be taken into account in the planning and evaluation of how HBCAA conducts its business;
- To privacy and confidentiality, the person can expect that no information about them will be provided to anyone outside HBCAA without their permission. (Refer HBCAA-PPI-030 Privacy Policy & Information)

### **Person's Responsibilities:**

- The person should let HBCAA know if he / she is not going to be home when the support worker is due to visit.
- A person should act in a way, which respects the rights of other people and HBCAA staff.
- The person needs to take responsibility for the results of any decision they make.
- The person is to play their part in assisting HBCAA to provide them with a support service.
- The person should be actively involved in the development of their support plan.
- The person should take responsibility for the results of any decision they make.
- The person should advise HBCAA promptly of any changes in their support needs.
- The person should advise HBCAA if you are unhappy with any aspect of the support they are receiving, in order for us to be able to rectify the problem.
- The person should play an active part in assisting HBCAA to provide them with support services.
- It is important that the person advises us as soon as they can if they do not require support on the day or time that has been set aside for them. If possible the day before is plenty of time.