

We are a provider of disability and aged care services and are committed to providing consumer- directed and high quality services that meet your individual needs. The Disability Inclusion Act 2014 and the Aged Care Act of 1997 mandate Omnicare and we strive to ensure that we meet all industry standards, including the National Standards for Disability Services and Charter of Rights for Home Care under the Aged Care.

## Rights

Under our Charter of Service, Omnicare will ensure you understand your rights and responsibilities and provide you with a copy of this information within your Service Agreement. As an Omnicare client you have the following rights:

### General

- to be treated and accepted as an individual, and to have your individual preferences respected within WHS guidelines;
- to be treated with dignity, with your privacy respected;
- to receive care that is respectful of you, your family and home;
- to receive care without being obliged to feel grateful to those providing your care;
- to the full and effective use of all your human, legal and consumer rights, including the right to freedom of speech regarding your care; and
- to be treated without exploitation, abuse, discrimination, harassment or neglect.

### Participation

- to be involved in identifying the care most appropriate for your needs and communicate them when planning the services;
- involve you in all decisions relating to your services and respect the decisions that you make
- to choose the care and services that best meet your assessed needs;
- encourage your participation in all areas of your care
- to have your representative participate in decisions relating to your care, if you do not have the capacity.
- assist you to access an advocate of your choosing

### Care and Services

- to receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs;
- to receive care and services as discussed in the plan that take account of your lifestyle, other care arrangements and cultural, linguistic and religious preferences; and
- to ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required.
- acknowledge your uniqueness
- provide services and care, as we have stated, making sure we keep you up to date in all aspects of your services, this will include any changes that are made together after discussion between all parties
- ensure all services and care are delivered with respect to your choices, capabilities, preferences, interests, opinions, cultural background and personal circumstances
- ensure you are being provided with support by a worker who is qualified and skilled and matches the requirements of your needs including character and personality

# Statement of Rights and Responsibilities for Community Care



- provide you with information about us and other services, so that you can make informed choices about your services

## Personal Information

- to privacy and confidentiality of your personal information; and
- to access your personal information

## Communication

- to be assisted to understand any information that you are given;
- to be offered a written agreement that includes all agreed matters; and
- to choose a person to speak on your behalf for any purpose.
- treat you fairly, and with dignity and respect
- provide different ways for you to contact us: phone, email, website or write to us

## Comments and Complaints

- welcome your feedback in all areas of our service
- ensure you have information on how to make a complaint, how it will be managed, and ensure that it is dealt with your satisfaction to have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern.
- to communicate openly with Omnicare about any incident involving your care and services;
- to complain about the care and services you receive, without fear of losing the care or being disadvantaged in any other way; and

## Fees

- to have your fees determined in a way that is transparent, accessible and fair;
- to have fair notice of any changes to the fee structure;
- to receive invoices that are clear and in a format that is understandable; and
- to have your fees reviewed periodically and on request when there are changes to your financial circumstances or health.

## Responsibilities

As an Omnicare client you have the following responsibilities:

### General

- to respect the rights of Omnicare Staff to their human, legal and industrial rights including the right to work in a safe environment;
- to treat Care Workers without exploitation, abuse, discrimination or harassment; and
- to advise Omnicare Staff regarding any end of life plan or enduring guardian contact details.

### Care and Services

- to abide by the terms of any written agreements;
- to acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change; and
- to accept responsibility for your own actions and choices when some actions and choices may involve an element of risk.

## Communication

- to give enough information to assist Omnicare Staff to develop, deliver and review a Care Plan; and
- to inform Omnicare Staff of any problems with the care and services.
- protect and respect your privacy and keep your confidential information secure, only with your consent will we supply your information to other providers

## Access

- to allow safe and reasonable access for Care Workers at the times specified in your Care Plan or otherwise by agreement; and
- to provide reasonable notice if you do not require a service.

## Fees

- to pay any fee as specified in the Terms and Conditions agreed prior to your commencement of service or agreed upon in order to provide optimum care when service requirements change;
- to inform Omnicare with fair notice, if your financial circumstances change or you are no longer responsible for payment of your account; and
- to inform Omnicare if you appoint an enduring guardian.

## Feedback and Complaints

You can make Complaints and/or Feedback through the following avenues:

- Website [www.omnicare.org.au](http://www.omnicare.org.au)
- Email [mylife@omnicare.org.au](mailto:mylife@omnicare.org.au)
- Phone 02 6584 1115 or 1300 336 488
- In Person Level 1, Suite 1, 35 Grant Street, Port Macquarie NSW 2444
- Mail Compliance, Omnicare Alliance Ltd, GPO Box 5907, Port Macquarie NSW 2444
- Forms Provided in your Blue Client Pack

Do you wish to have a copy of our Feedback and Complaints Policy, please let us know and we will ensure you get a copy