

Southern Community Care Development (SCCD): HACC Development Project (HDP)

HDP.2 - Rights & Responsibilities of HDP Clients

CLIENTS ARE THE FOCUS OF SCCD PROJECTS' OPERATIONS & IT IS IMPORTANT THAT THEIR RIGHTS ARE ACKNOWLEDGED & PROMOTED AT EVERY OPPORTUNITY, AS WELL AS THEIR RESPONSIBILITIES TO THE AGENCY.

Promotion of Clients' Rights and Responsibilities

A charter of client rights and responsibilities is promoted to the HACC Development Project client target group through the HACC Development Project (HDP) brochure (in [C:\HACCDO\HACCDO\brochures\HACCDO](#)) and other project-specific promotional materials distributed by the HACC Development Officer (HACC DO) (see **3.2 Promotion of SCCD Services**).

The following is based on the Rights and Responsibilities document produced for HACC service users:

What are your rights when dealing with the HACC DO?

You and your service have the right to:

- *Read information the HACC DO holds about you. It may be viewed in the office with 7 working days notice.*
- *Privacy and confidentiality. However, if there is a risk situation or if your records are required by law, then this right may be waived.*
- *Be made aware of the standard of service that you can expect from the HACC DO. The service should be provided in a safe manner which is respectful and responsive to your needs.*
- *Have your views taken into account in the planning and evaluation of the HACC Development Project.*
- *Give and withdraw your consent for the HACC DO to act on your behalf at any time.*
- *Complain about the service you are receiving or to appeal any decision made about the type of service the HACC DO is/is not providing. Refusals of service or complaints will not prejudice your future access to the service.*

What are your responsibilities?

You and your service should:

- *Let the HACC DO know, with appropriate notice, if you are unable to keep an appointment with the HACC DO.*
- *Act in a way which respects the rights of other HACC Development Project clients and SCCD staff.*
- *Take responsibility for the results of any decisions you make.*
- *Help the HACC DO to provide you with services by responding to client surveys and requests for information.*
- *You and your service may be asked to give written authority to receive support with a complex issue.*

Parameters of Service

The charter also clarifies the limitations of the HACC Development Project's resources and explain that the HACC DO does not become involved in supporting individual employees, employers or volunteers on legal or industrial matters (see also Ensuring Equity and Avoiding Conflicts of Interest in **HDP.3 Access to HDP Services**).

The HACC DO is motivated by these principles at all times, providing flexibility and alternatives in responding to HACC agencies' needs and wants where resources allow, and providing them with the right to choose, both as individuals and as a group. The processes for involving clients in determining the workplan and the HACC DO's responsibilities to HACC services is communicated to them through various materials produced by the HACC DO (see **HDP.4 HACC DO's Annual Workplan** and **HDP.6 Information for HDP Clients**).

It should be noted that although the primary focus of HDP is HACC, the activities of the HACC DO outlined in this policy often relate to, and impact on, organisations funded to support Sutherland Shire residents under other, related community care programs.

MANAGEMENT COMMITTEE APPROVAL

NAME: _____ (Chairperson) SIGNATURE: _____