

Clients Rights and Responsibilities Policy

Clients are the focus of Independent Living Centre Tasmania ^[ILCT] and it is important that client rights are acknowledged and promoted at every opportunity. As service users, however, clients also have responsibilities to ILCT and to staff, volunteers and other visitors, which they should be made aware of.

ILCT Respects your rights to:

- be treated with dignity, respect and courtesy.
- receive services without discrimination, exploitation, abuse, harm, neglect and violence.
- be involved in deciding what care will meet your needs, and to involve, with your consent, family, friends, carer or advocate.
- privacy and confidentiality of your personal information. Liaison with other agencies will not occur without your permission.
- be given information on how to provide feedback about your care and services and to have complaints dealt with fairly and promptly.
- complain or express your concerns about a service without fear of losing the service or suffering any other recriminations.
- be represented by an advocate of your choice.
- be given information in appropriate formats to suit your own individual needs and in a timely manner.
- use an interpreter service.
- be given information about other appropriate services that may be available.
- have a written agreement covering everything you and your service provider have agreed to.
- have your care and services reviewed.
- refuse a service and refusal will not affect your future access to services.
- have your fees determined in a way that is transparent, accessible and fair.

You also have responsibilities.

You need to:

- respect the rights of other clients, visitors and ILCT staff and volunteers.
- let us know if you are not able to attend an appointment.
- give enough information to ILCT so we can develop and deliver your care plan.
- take responsibility for the results of any decisions you make.
- take responsibility for the final selection of equipment and its appropriate application.
- follow the terms and conditions of your written agreement.
- pay any fees outlined in your written agreement on time.

ILCT welcomes feedback about our services

- Feedback may be a suggestion, complaint or compliment.
- Feedback helps us to make improvements and plan future services.
- Tell staff if you are satisfied with the service.
- If you are unhappy with our service, please let us know.

You can:

- tell a staff member in person.
- lodge feedback online through the website feedback form located under the tab titled 'contact us' or client satisfaction survey.
- ask to be given a printed client satisfaction survey form.
- phone 1300 452 827
- email feedback@ilct.com.au
- ask to speak to management.

If you feel that your complaint has not been resolved to your satisfaction, you can contact the following:

- **Aged Care Complaints Scheme** phone 1800 550 552
<https://www.agedcarequality.gov.au/making-complaint>
- **Health Complaints Commissioner** phone 1800 001 170
<https://www.healthcomplaints.tas.gov.au/complaints>
- **NDIS Quality and Safeguards Commission** phone 1800 035 544
<https://www.ndiscommission.gov.au/about/making-complaint>

Your privacy

- ILCT respects your rights to privacy and confidentiality.
- ILCT will only use personal information to:
 - provide our services to you.
 - send you information about our services from time to time.
 - request your feedback about our services.
- You will be informed if any information about your consultation is to be recorded and held on file.
- Personal information held by ILCT will be kept securely.
- Your consent is required to share your information with any other person or organisation.
- You have a right to request and read your personal information held by ILCT.
- You have a right to withhold information for privacy reasons.