

## 1. POLICY CERTIFICATION

Policy title:	<b>Aged Care Recipients Rights and Responsibilities</b>
Policy number:	<b>FACS026</b>
Category:	<b>Policy</b>
Classification:	<b>Community Services</b>
Status:	<b>Approved</b>

## 2. PURPOSE

The purpose of this policy is to:

- To make clear our commitment to recognising, promoting, protecting and upholding the rights and responsibilities of our target groups.
- To ensure that service design, delivery and review are informed by, affirm and are responsive to the rights and responsibilities of our residents/care recipients.

To ensure that the voice of our residents/care recipients, families and carers is heard, and that their needs, goals and aspirations are identified and well represented in informing why, how and when services are provided

## 3. ORGANISATIONAL SCOPE

This policy applies to all Employees and Councillors of Roper Gulf Regional Council.

## 4. POLICY STATEMENT

Roper Gulf Regional Council seeks to provide services and supports in a safe environment that supports residents/care recipients to exercise their legal and human rights and responsibilities. The organisation ensures that these rights and responsibilities are recognised, understood and upheld in respect of our organisation's activities and service delivery.

Roper Gulf Regional Council will also advocate appropriately on behalf of our residents/care recipients for their rights and responsibilities to be recognised and upheld.

Roper Gulf Regional Council will inform its understanding of the rights and responsibilities of particular target groups by means of engagement with those target groups and through legislation, service standards and key government or sector policies and documents that have been developed in consultation with and endorsed by our residents/care recipients and key stakeholders.

Roper Gulf Regional Council recognises both core rights and responsibilities as well as those that apply to or are of significance to particular target groups, and accordingly will develop, implement and review specific rights and responsibilities statements in collaboration with its target groups.

Roper Gulf Regional Council will promote and safeguard the rights and responsibilities of our residents/care recipients through:

- Providing opportunities for our residents/care recipients to exercise their rights
- Providing information to target groups about their rights and responsibilities and communicating this information in ways that make sense to the individual
- Supporting our personnel to understand, promote and protect our customers (residents/care recipients) rights and responsibilities
- Applying a Code of Conduct to all personnel that outlines our values and expectations regarding attitudes, responsibilities and behaviours
- Implementing and reviewing policies and procedures that recognise and affirm the rights and responsibilities of target groups; and
- Complying with the requirements of service standards and legislation and using a quality and continuous improvement framework.

## 5. DEFINITIONS

Advocate	To speak or write in favor of; support or urge by argument; recommend publicly
Organisation	Roper Gulf Regional Council
Residents/ Care Recipients	Clients receiving Aged Care and Disability Services from Council
Responsibilities	Answerable, or accountable for something within one's power, control or management
Rights	A just claim or title, whether legal, prescriptive, or moral
Services	Aged Care and Disability Services funded by the Australian and Northern Territory Governments

## 6. PRINCIPLES

### 6.1 Roles and Responsibilities

This policy applies to the Council, management, employees and/or volunteers engaged in:

- Providing care and services to our residents/care recipients; and,
- Management and review of care and services for our residents/care recipients on behalf of the organisation

## 6.2 Risks

Rating	Overview	Risks / Mitigation
High	The organisation would be at a major risk without an immediate policy.	Review policy against the Service Access Policy, Knowledge and Information Management Policy, and relevant legislation on a bi-annual basis.

## 7. REFERENCES

Acknowledgements (original author/source documents)	Babyboomers Pty Ltd licenced template 2016
Related Policies	<ul style="list-style-type: none"> <li>• FACS037 Service Access Policy</li> <li>• HR001 Code of Conduct Policy</li> <li>• HR005 Confidentiality and Privacy Policy</li> </ul>
Related Publications	<ul style="list-style-type: none"> <li>• Aged Care act 1997</li> <li>• Accountability Standards 2014</li> <li>• Quality of Care Principles 2014</li> <li>• Accreditation Standards</li> <li>• Home Care Standards</li> </ul>
Relevant Forms	<ul style="list-style-type: none"> <li>•</li> </ul>

## 8. DOCUMENT CONTROL

Policy number	<b>FACS026</b>
Policy Owner	<b>Director Council and Community Services</b>
Endorsed by	<b>Ordinary Meeting of Council</b>
Date approved	<b>27 July 2016</b>
Revisions	
Amendments	
Next revision due	<b>July 2018</b>

## 9. CONTACT PERSON

Contact person	<b>Manager Governance and Corporate Planning</b>
Contact number	<b>08 8972 9000</b>