



# Rights and Responsibilities



## Responsibilities

*In providing services, service providers have the responsibility to:*

- Enhance and respect the independence and dignity of the consumer.
- Ensure the consumer's access to a service is decided only on the basis of need and the capacity of the service to meet the need.
- Inform the consumer of his/ her rights and responsibilities in relation to HACC services.
- Involve the consumers and their carer/advocate in decisions about their assessment and care plan.
- Consult with the consumers of any planned changes of services provided.

*In receiving services, consumers have the responsibility to:*

- Treat staff, contractors and other Kura Yerlo Inc. clients with dignity and respect.
- Provide a safe working environment and inform staff and/or contractors of unsafe working areas and conditions
- Tell us if your situation changes or when you wish to change your service
- Accept responsibility for the decisions you make
- Make yourself available for a review of your services with the Program Manager.
- Let the Program Manager know as soon as possible if you are going away and when you will return

## Rights

You have the right to be independent, with access to adequate services and Community support.

The right to be assessed for access to services without discrimination.

The right to be informed about available services.

The right to pursue any complaint about service provision without retribution.

The right to involve an advocate of your choice





# Rights and Responsibilities



The right to be valued in society and exercise personal choice in any decisions about your care and quality of life.

The right to access your files and personal information.

See also the following Information Sheets:-

Complaints

Privacy

Advocacy

