

# CONSUMER RIGHTS & RESPONSIBILITIES

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## **POLICY:**

Riverlink Interchange Incorporated (Riverlink) upholds the following rights and responsibilities of Consumers:

### ***Consumer Rights***

- 1) Consumers have a right to complain or express concern about a service without fear of losing the service or suffering any other recriminations;
- 2) Consumers have a right to be informed about other services that are available;
- 3) Consumers have a right to be assessed to receive services without discrimination;
- 4) Consumers have a right to refuse or end any or all of the services offered to them by Riverlink and be informed that this decision will not prejudice any future attempt to access these services;
- 5) Consumers have a right to privacy and confidentiality – no information about a consumer will be provided to anyone outside Riverlink without the consumer's permission;
- 6) Consumers have a right to access personal information kept about them by Riverlink;
- 7) Consumers have a right to use an advocate; and
- 8) Consumers have a right to use an interpreter service and/or receive information in a manner appropriate to linguistic needs.

### ***Consumer Responsibilities***

Consumers have a responsibility to:

- 1) Act in a way that respects the rights of other consumers, Riverlink staff and volunteers.
- 2) Help Riverlink to provide appropriate assistance by keeping appointments, informing of changes of medication, changes in participant's behaviours, notifying of circumstances or decisions which may require changes to, cancellation of or termination of service/s.

- 3) Inform Riverlink about how they wish the supports to be delivered to meet the Participant's needs
- 4) Treat Riverlink, its employees and voluntary workers with courtesy and respect;
- 5) Work cooperatively with Riverlink to ensure that services and supports are delivered to meet the Participant's needs
- 6) Talk to Riverlink if the Participant or Participant's representative has any concerns about the supports being provided
- 7) Give Riverlink the required notice to cancel a service as elsewhere provided in this Agreement
- 8) Give Riverlink the required notice to terminate this Agreement as elsewhere provided in this Agreement and
- 9) Tell Riverlink immediately if the Participant's NDIS plan is suspended or replaced by a new NDIS plan or if the plan is under review or the Participant stops being a Participant in the NDIS.

Staff and volunteers of Riverlink must be aware of and respect the rights and responsibilities of Consumers.

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#### **PROCEDURES:**

Consumers will be informed about their rights and responsibilities verbally at intake, assessment and review and when making an informal or formal complaint.

Consumer rights and responsibilities will be outlined in the Consumer's Handbook and given to all participants and carers at assessment. A copy of the Consumer Rights and Responsibilities policy (2.12) is available on the Riverlink website. Reminders to participants and carers about their rights and responsibilities may be included from time to time in the Riverlink Newsletter.

Staff Training will include coverage of the rights and responsibilities of consumers.

#### **Related Forms:**

Consumer Handbook

Supporter Workers Handbook

Service Agreement

**Related Policies:**

2.07 Intake Assessment and Reviews

2.15 Consumer Advocates

2.20 Consumer Complaints

2.15 Consumer Advocates

3.12 Staff Training

**Relevant Standards:**

NSW Disability Service Standards:

Standard 1; Rights

Standard 3; Individual Outcomes

Standard 4; Feedback & Complaints

National Standards of Disability Services 2013:

Standard 1; Rights

Standard 3; Individual Outcomes

Standard 4; Feedback & Complaints

Children's Standards in Action:

Standard 2; Individual Needs

Standard 3; Decision Making and Choice

Standard 4; Privacy, Dignity and Confidentiality

Standard 7; Complaints and Disputes

Standard 10; Protection of Human Rights and Freedom from Abuse

**Legislation:**

Disability Services Act (NSW) 1993

*Ray Palmer*

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Ray Palmer

Executive Officer

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