

Rights and Responsibilities

You, your family and your carers have both rights and responsibilities, as does your service provider.

Your rights and responsibilities

You have the right to:

- receive quality services
- be treated with courtesy, dignity and respect
- be actively involved in decision-making
- transparency about fees and budgeting
- receive care and support in a way that respects you, including your gender identity, sexual orientation and intersex status, your cultural background and your spirituality
- have information provided to you in a language you understand
- have your services reviewed
- information to assist with making comments or complaints
- privacy and confidentiality of personal information.

Your responsibilities are to:

- respect the rights of home care workers
- give your provider enough correct information to develop your Care Plan and Home Care Agreement
- follow the terms and conditions of your Home Care Agreement, including paying fees
- allow safe and reasonable access for home care staff at the times and places set out in your Home Care Agreement.

Your provider's rights and responsibilities

Your provider has the responsibility to:

- ensure your rights are respected, including meeting legal requirements on safety and security, service quality, staff and procedures
- provide you with the information you need to make your own decisions.

Like you, your provider and their staff also have the right to be treated with fairness, courtesy and respect.

The Charter

Your rights and responsibilities are explained in the [Charter of Care Recipients' Rights and Responsibilities – Home Care](#), which is available in several languages. Your provider will give you a copy as part of your Home Care Agreement.

Suite 1104, Level 11
530 Little Collins Street
Melbourne VIC 3000

Phone 03 9909 7910

Email homecaretoday@cota.org.au

www.homecaretoday.org.au