



Summary of the Rights and Responsibilities of HACC Clients



The Home & Community Care (HACC) Program provides support and help so that frail older people and younger people with disabilities can live independently at home.

All HACC agencies are required by the government to maintain National Service Standards in order to provide quality care. The Rights and Responsibilities listed in this leaflet are all related to those Service Standards.

The RIGHTS of a HACC client

A user of HACC services has a number of rights, which HACC service providers should recognise. These are:

- The right to be treated with respect and courtesy
- The right to be informed and to give your views
- The right to be part of decisions about your care
- The right to receive quality service
- The right to privacy and confidentiality
- The right to an advocate
- The right to make a complaint

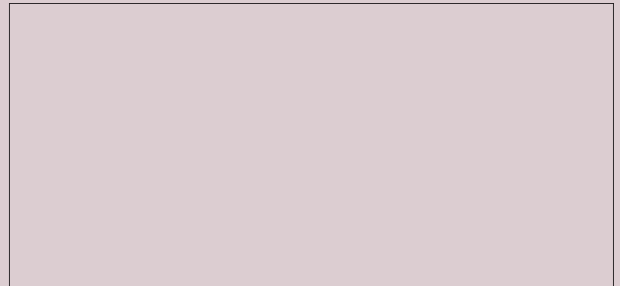
The RESPONSIBILITIES of a HACC client

HACC service users also have some Responsibilities to the people providing care to them. HACC services ask their clients to:

- treat staff and volunteers with respect and courtesy.
- provide a safe work environment for staff and volunteers, help them to provide the client with services safely, and inform them if there are any potential hazards.
- take responsibility for the results of any decisions which the client makes with staff and volunteers about their care.



YOUR HACC SERVICE PROVIDER IS:



OTHER USEFUL CONTACTS

COMMONWEALTH CARELINK CENTRE*:
1800 052 222** (Freecall™ business hours)

COMMONWEALTH CARER RESOURCE CENTRE:
1800 242 636** (Freecall™ business hours)

QUEENSLAND AGED & DISABILITY ADVOCACY INC. (QADA)
3637 6000 (Brisbane callers) or
1800 818 338** (Freecall™ business hours for country callers)

HACC PROGRAM QUEENSLAND WEBSITE:
www.health.qld.gov.au/hacc

- * Provides free information about community aged care, disability and other support services.
- ** Calls from mobile phones are charged at applicable rates.



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