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1.1 CONSUMER DIGNITY AND CHOICE GUIDE

1.1.1 CONSUMER OUTCOME¹

"I am treated with dignity and respect and can retain my identity. I can make informed choices about my care and services and live the life I choose."

1.1.2 ORGANISATION STATEMENT²

Acorn Aged Care:

- Has a culture of inclusion and respect for consumers
- Supports consumers to exercise choice and independence
- Respects consumers' privacy.

1.1.3 OUR POLICY³

- Each consumer is treated with dignity and respect, and their identity, culture and diversity is valued
- Care and services are culturally safe
- Each consumer is supported to exercise choice and independence, including to:
 - make decisions about their own care and the way care and services are delivered
 - make decisions about when family, friends, carers or others should be involved in their care
 - communicate their decisions
 - make connections with others and maintain relationships of choice, including intimate relationships
- Each consumer is supported to take risks to enable them to live the best life they can
- Information provided to each consumer is current, accurate and timely, and communicated in a way that is clear, easy to understand and enables them to exercise choice
- Each consumer's personal privacy is respected, and information is kept confidential.

1.1.4 RESPONSIBILITIES

- Management ensures processes and practices are in accord with consumer dignity and choice and provide the resources to support staff and consumers including staff development and supervision
- Staff follow policies and procedures, participate in development opportunities, treat consumers with dignity and respect at all times, work to maintain an environment that is culturally safe, support consumers to make informed choices about their care and ensure the privacy and confidentiality of consumers
- Consumers and/or their representatives make their choices known to staff and let us know when they feel they have not been treated with dignity and respect or have not been supported or permitted to express their choices about their care and services.

¹ Australian Government Aged Care Quality and Safety Commission April 2019 *Guidance and Resources for Providers to Support the Aged Care Quality Standards*

² Ibid., p.4. Note that Ibid means 'in the same source last referenced in the footnote above.'

³ Ibid., p.4.

1.1.5 MONITORING CONSUMER DIGNITY AND CHOICE

Consumer dignity and choice processes and systems are regularly audited as part of our audit program and staff, consumers and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Corporate Calendar](#) in Forms/Governance Documents and 8.9 Continuous Improvement).

1.1.6 REFERENCES

- Australian Government Aged Care Sector Committee *Aged Care Sector Statement of Principles* 2015
- Australian Government *Charter of Rights and Responsibilities Home Care* 2017
- Australian Government Department of Health *Charter of Aged Care Rights* (Effective 1 July 2019)
- Australian Government *Competition and Consumer Act 2010*
- Australian Government Aged Care Quality and Safety Commission *Guidance and Resources for Providers to Support the Aged Care Quality Standards* April 2019
- Australian Government *Commonwealth DSS Comprehensive Grant Agreement* 2014 Clause 28 Subcontractors
- Australian Government Department of Health Advisory email: *Home Care Providers – Know your Rights and Obligations* 6 August 2018
- Australian Government Department of Health *Changing Home Care Providers* 5 January 2017
- Australian Government Department of Health *CHSP Funding Extension 21 July 2018* (web document)
- Australian Government Department of Health *Commonwealth Home Support Programme - Program Manual* 2018
- Australian Government Department of Health Aged Care Sector Committee Diversity Sub-Group *Aged Care Diversity Framework* December 2017
- Australian Government Department of Health *Home Care Packages Program Operational Manual* December 2015
- Australian Government Department of Health *Information for Aged Care Providers Newsletter Issue 12 August 2018*
- Australian Government Department of Health *mai example – calculation of unspent home care amounts* 2017
- Australian Government Department of Health *Maximising Independence – Wellness and Reablement Approaches (Pertaining to CHSP)* June 2018
- Australian Government Department of Social Services *Living Well at Home: CHSP Good Practice Guide Commonwealth Home Support Programme* July 2015
- Australian Government Federal Register of Legislation *User Rights Principles* 2014 Division 2 – Responsibilities of Approved Providers of Home Care – General 17: Security of Tenure 27 February 2017
- Australian Government My Aged Care *Actively Managing Unspent Funds*
- Australian Government My Aged Care <http://www.myagedcare.gov.au/help-home/home-care-packages/home-care-agreement> February 2017
- Australian Government Office of the Australian Information Commissioner *Protecting Customers Personal Information* Accessed 8 August 2019
- Australian Government *Privacy Act 1988 and Privacy Amendment (Enhancing Privacy Protection) Act 2012*
- Meaningful Ageing Australia *National Guidelines for Spiritual Care in Aged Care* 2016

- Williams, Robyn *Cultural safety: what does it mean for our work practice?* Australian and New Zealand Journal of Public Health. 23(2): 213-214 2008 Cited in Aged Care Quality Standards Standard 4: Services and Supports for Daily Living June 2018 p 82

1.1.7 DEFINITIONS⁴

Term	Meaning
Carer	A person who provides personal care, support and help to a consumer. This doesn't include members of the organisation's workforce, or people the organisation contracts or pays to provide those services, or people who provide the services as a volunteer. This definition is in line with the <i>Carer Recognition Act 2010</i> .
Consumer	A person we provide or intend to provide aged care and services for and their guardian and/or their representatives nominated by them.
Consumer-centred care	Consumer-centred care is health care that is designed around an individual's needs, preferences and background. It includes a partnership between consumers and health care providers.
Cultural safety	Culturally safe care and services are those that are planned and delivered in a way that is spiritually, socially, emotionally and physically safe for consumers. It's also how a person's identity is respected so that who they are and what they need, isn't questioned or denied.
Dignity of risk	Dignity of risk is the concept that all adults have right to make decisions that affect their lives and to have those decisions respected, even if there is some risk to themselves. Dignity of risk means respecting this right. Care and services need to strike a balance between respect for the individual's autonomy and the protection of their other rights (such as safety, shelter), unless it is unlawful or unreasonably impinges on the rights of others.
Diversity	Diversity refers to consumers' varied needs, characteristics and life experiences. Consumers may have specific social, cultural, linguistic, religious, spiritual, psychological, medical, and care needs. The term also refers to peoples' diverse gender and sexuality identities, experiences and relationships, including lesbian, gay, bisexual, transgender or intersex (LGBTI).
Respectful	Being respectful includes understanding a person's culture, acknowledging differences, and being actively aware of these differences. It is about understanding that each consumer is unique and has a right to be treated in an inclusive and respectful way.
Special needs groups	People with special needs, defined at section 11-3 of the <i>Aged Care Act 1997</i> , are listed below: <ul style="list-style-type: none"> • People from Aboriginal and Torres Strait Islander communities • People from culturally and linguistically diverse backgrounds (CALD) • People who live in rural or remote areas • People who are financially or socially disadvantaged • Veterans • People who are homeless or at risk of becoming homeless • Care leavers • Parents separated from their children by forced adoption or removal • Lesbian, gay, bisexual, transgender and intersex people (LGBTI).

⁴ Adapted from Australian Government Aged Care Quality and Safety Commission *Guidance and Resources for Providers to Support the Aged Care Quality Standards* January 2019

Term	Meaning
Support staff	All staff involved in delivering services and care to consumers.
Support worker	Unregulated healthcare workers.