

Charter of Rights & Responsibilities



RIGHTS

As a recipient of Forward services*, you have the following rights:

1. Participation

- To participate in making decisions that affect your care
- To have your representative participate in decisions relating to your care if you do not have capacity
- To choose the care and services that best meet your assessed needs within the limits of the resources available

2. Care and services

- To receive reliable, coordinated, safe, quality care and services which are appropriate to your assessed needs
- To receive care and services agreed that take account of your lifestyle, cultural, linguistic and religious preferences as well as your other care arrangements
- To ongoing review of the care and services you receive (both periodic and in response to changes in your personal circumstances), and modification of the care and services as required

3. Personal information

- To access your personal information
- To privacy and confidentiality of your personal information

4. Communication

- To be given a copy of the Forward Charter of Rights & Responsibilities
- To be helped to understand any information you are given
- To choose a person to speak on your behalf for any purpose

5. Comments and complaints

- To be given information on how to make comments and complaints about the care and services you receive
- To be able to complain about the care and services you receive, without fear of losing the care or being disadvantaged in any other way
- To have complaints investigated fairly and confidentially, and to have appropriate steps taken to resolve issues of concern
- To have an advocacy organisation or support person to assist you with your complaints, if required

6. Fees - applicable to residential services only

- To have your fees determined in a way that is transparent, accessible and fair
- To receive invoices that are clear and in a format that is understandable

7. General

- To be treated and accepted as an individual, and to have your individual preferences respected
- To be treated with dignity, with your privacy respected
- To receive care that is respectful to you and your family
- To receive care without being obliged to feel grateful to those providing your care
- To full and effective use of all your human, legal and consumer rights, including the right to freedom of choice regarding your care
- To be treated without exploitation, abuse, discrimination, harassment or neglect



RESPONSIBILITIES

As a recipient of Forward services*, you have the following responsibilities:

1. Care and services

- To abide by the terms of the written agreement, where this is required for service delivery
- To abide by Forward policies which guide safe practice and care
- To acknowledge that your needs may change and to negotiate modifications of care and service when your care needs do change
- To accept responsibility for your own actions and choices even though some actions and choices may involve an element of risk

2. Communication

- To give sufficient information to assist the approved provider to develop and deliver care
- To tell Forward and their staff about any problems with your care and/or services provided

3. Access

- To allow safe and reasonable access for care workers when care is being provided in your home, at the times specified in your care plan or otherwise by agreement
- To provide at least 24 hours notice, where possible, if you do not require a service

4. Fees - applicable to residential services only

- To pay fees as specified in the agreement
- To provide enough information for the approved provider to determine an appropriate level of fees required

5. General

- To respect the human, legal and industrial rights of care workers including the right to work in a safe environment
- To treat care workers without exploitation, abuse, discrimination or harassment

RIGHTS AND RESPONSIBILITIES ARE TWO SIDES OF THE SAME COIN

These Rights and Responsibilities have been adapted from the Disability Services Standards and the Commonwealth Department of Health & Ageing – Charter of Rights and Responsibilities for Community Care *Forward services include the activities and services provided by BrightSky Australia and Mobility & Functional Support which are governed by their Terms of Trade.



Advocacy organisations and their contacts

Physical Disability Council NSW (PDCN)

Phone: (02) 9552 1606 – Sydney Metropolitan area
Toll-Free: 1800 688 831 (freecall) – outside of Sydney
Metropolitan area
Fax: (02) 9552 4644
TTY: 133 677 then ask for (02) 9552 1606

[Website](#)

People with Disability (PWD)

Phone: (02) 9370 3100
Toll-Free: 1800 422 015
Fax: (02) 9318 1372
TTY: 02 9318 2138
TTY Toll Free: 1800 422 016
Email: pwd@pwd.org.au

[Website](#)

National Relay Service

If you are deaf or have a hearing or speech impairment you can call us through the National Relay Service (NRS) on 133 677 for TTY/ Voice or 1300 555 727 for Speak & Listen (SSR)