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1.3 DIGNITY AND RESPECT FOR CLIENTS

All staff are provided with a copy of this section of the Policies and Procedures Manual (see Staff Volunteer Orientation Checklist), and with opportunities to discuss the way we relate to and work with clients, through meetings, training and ad-hoc interactions.

(See also 1.4.3 Fostering Choice and Independence.)

1.3.1 SERVICE DELIVERY PRINCIPLES

Charter of aged care rights

The Charter of Aged Care Rights provides the overarching principles of our service delivery, irrespective of program funding. Waratah Respite Services is committed to the service delivery principles underpinning the CHSP and reflected in the Charter of Aged Care Rights and ensures these principles are implemented and followed in practice by ensuring they underpin:

- Our policies and procedures in all aspects of service management and service delivery
- Position descriptions and other role specifications
- Checklists, forms and other documents
- Management and staff training
- Information to and engagement with clients including working in partnership with clients
- The implementation and evaluation of improvements to our services and organisation.

(See 1.3.6 Client Rights and responsibilities)

Commonwealth Home Support Programme

The service delivery principles identified by CHSP are: ¹

- Establish client consent to receive services as a prerequisite for all service delivery.
- Promote each client's opportunity to maximise their independence, autonomy and capacity and quality of life through:
 - being client-centred and providing opportunities for each client to be actively involved in addressing their goals
 - focusing on retaining or regaining each client's functional and psychosocial independence, and
 - building on the strengths, capacity and goals of individuals.
- Provide services tailored to the unique circumstances and cultural preference of each client, their family and carers.

¹ Australian Government Department of Health Commonwealth Home Support Programme - Program Manual 2018 p 9

- Ensure choice and flexibility is optimised for each client, their carers and families.
- Invite clients to identify their preferences in service delivery and where possible honor that request.
- Ensure services are delivered in line with a client's agreed support plan to ensure their needs are being met as identified by the Regional Assessment Service (RAS) or Aged Care Assessment Team (ACAT).
- Emphasise responsive service provision for an agreed time period and with agreed review points.
- Support community and social participation opportunities that provide valued roles, a sense of purpose and personal confidence.
- Develop and promote strong partnerships and collaborative working relationships between the person, their carers and family, support workers and the RAS.
- Develop and promote local collaborative partnerships and alliances to facilitate clients' access to responsive service provision.
- Have a client contribution policy in place which is publicly available.
- Establish the client contribution for services delivered with the client prior delivering any services.

Residential aged care

Clients who are provided support through Residential Aged Care have all the rights expressed in the Charter of Aged Care Rights.

1.3.2 CULTURAL SAFETY OF CLIENTS

Culturally safe care can be defined as care provided in an environment that is safe for people: where there is no assault, challenge or denial of their identity, of who they are and what they need. It is about shared respect, shared meaning, shared knowledge and experience, of learning, living and working together with dignity and truly listening.²

To ensure that client assessment, planning and service delivery for clients is conducted in a culturally safe manner the following strategies are utilised:

- All staff receive training in ensuring cultural safety from an individual perspective and an organisation perspective
- Cultural considerations that may apply to the client are identified from the referral, from the client in the Service admission meeting and ongoing, and from other people the client has identified as involved in their care including family or others
- Explore for any other key issues that may be relevant to the client's cultural background

² 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

- Requirements to ensure cultural safety are implemented as appropriate during assessment, support planning and service delivery
- Information is provided to support staff and
- Service delivery is monitored to ensure cultural safety

The organisation is working to develop an Aboriginal Engagement Plan and Cultural Engagement Plan that builds on our overarching Communication and engagement Plan. It includes practical actions that will drive an organisation's contribution to more inclusive services both internally and in the communities in which it operates.

For further information on cultural safety see 2.3.6 Assessment and Support Planning Practice/Service commencement meeting.

1.3.3 SPIRITUAL SUPPORT

We are committed to providing spiritual support to clients through our understanding and adoption of the principles outlined in the National Guidelines for Spiritual Care in Aged Care.³ We understand that spirituality is not just religion or pastoral care, but a philosophy that supports the delivery of care and support that provides:

- Respect and acceptance
- Compassion and empathy
- Inclusion and diversity, and
- Dignity

We explore client's spiritual needs in the assessment and planning process, and where we can, we support people to access resources that promote spiritual comfort and development such as audio-visual resources, churches, other places, groups and other contacts. (See also 2.3.6 Assessment and Support Planning.)

1.3.4 EMOTIONAL AND PSYCHOLOGICAL SUPPORT

Waratah Respite Services believe that emotional and psychological wellbeing of clients is facilitated through the provision of safe and effective services through:

- Providing access to services that support clients to develop their confidence, make social connections and participate in their community (see 4.3 Programs and Services/Social Support - Group)
- Seeing clients as a partner in the service (see 2.3.2 Partnering with Clients)
- Recognising a person's spiritual needs and supporting them in their achievement (see 1.3.3 Spiritual Support)
- Recognising a person's emotional and psychological needs and supporting them in their achievement.

³ Meaningful Ageing Australia National Guidelines for Spiritual Care in Aged Care 2016

All staff involved in direct contact with clients participate in discussions at staff meetings on strategies to promote client's emotional, spiritual and psychological wellbeing. We believe emotional and psychological needs include the need for:

- Recognition
- Self-esteem
- Connection
- Security
- Variety
- Growth and
- Sexuality (if expressed by the client).

We explore client's and carer's emotional and psychological needs in the assessment and planning process, and where we can, we support people to fulfil these needs through our interactions and through the provision of care and services in ways that respect these needs. For example, recognition of a person's strengths can enhance self-esteem, make a person feel recognised and facilitate connection. Our service delivery supports security and variety and our focus on independence supports growth.

1.3.5 SUPPORT FOR CARERS

Waratah Respite Services recognises the crucial role that carers play in supporting clients to live in the community and in residential care and has adopted the principles incorporated in the *Statement for Australia's Carers* under the *Carer Recognition Act 2010*, including the following:

- All carers have the same rights, choices and opportunities as other Australians, regardless of age, race, sex, disability, sexuality, religious or political beliefs, Aboriginal or Torres Strait Islander heritage, cultural or linguistic differences, socioeconomic status or locality.
- Children and young people who are carers have the same rights as all children and young people and are supported to reach their full potential.
- Carers are acknowledged as individuals with their own needs within and beyond the caring role.
- The relationship between carers and the persons for whom they care is recognised and respected.
- Carers are considered as partners in the provision of care, acknowledging their unique knowledge and experience.
- Carers are treated with dignity and respect.
- Carers are supported to achieve greater economic wellbeing and sustainability and, where appropriate, and are provided with opportunities to participate in employment and education
- Support for carers is timely, responsive, appropriate and accessible.⁴

⁴ Cited in Australian Government Department of Health Commonwealth Home Support Programme - Program Manual 2018 p 12

These principals underpin all of our care and interaction with carers and specifically apply to our Centre Based Respite program and Residential Respite Service that provides carers with a break from the caring role and time where they can focus on their own needs knowing that the person they care for is in a stimulating and caring environment.

1.3.6 CLIENT RIGHTS AND RESPONSIBILITIES

Clients are the focus of Waratah Respite Services operations and it is important that their rights are acknowledged and promoted at every opportunity and that they are aware of their responsibilities as clients. Client rights are implemented in the same ways within Waratah Respite Services as are the service delivery principles. (See 1.3.1 Service Delivery Principles.)

Information on rights and responsibilities is included in the Client Handbooks and referred to in the Client Service Agreement. These documents are updated as per 8.8: Regulatory Compliance, whenever advice is received from the Department of Health that the Charter has been revised. Clients and providers are requested to sign the Charter of Aged Care Rights to demonstrate they have been provided and discussed with them and a copy is kept in the client's record.

Clients are also provided with a copy of the Charter of Aged Care Rights in the client handbook. The current Charter is available at the Department of Health website⁵.

Client rights⁶

Clients have the right to:

1. Safe and high quality care and services;
2. Be treated with dignity and respect;
3. Have their identity, culture and diversity valued and supported;
4. Live without abuse and neglect;
5. Be informed about their care and services in a way they understand;
6. Access all information about themselves, including information about their rights, care and services;
7. Have control over and make choices about their care, and personal and social life, including where the choices involve personal risk;
8. Have control over, and make decisions about, the personal aspects of their daily life, financial affairs and possessions;
9. Their independence;
10. Be listened to and understood;
11. Have a person of their choice, including an aged care advocate, support them or speak on their behalf;

⁵ Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

⁶ Australian Government Department of Health Charter of Aged Care Rights (Effective 1 July 2019)

12. Complain free from reprisal, and to have their complaints dealt with fairly and promptly;
13. Personal privacy and to have their personal information protected;
14. Exercise their rights without it adversely affecting the way they are treated.

Client responsibilities⁷

We value client input and participation in determining the services provided and how clients receive them, and we have included the following responsibilities for clients partnering with us in care and services.

Clients are asked to:

1. Participate in and express their needs, preferences and any concerns regarding the care and services they receive.
2. ensure that their behaviours and actions are in no way offensive or hazardous to other clients, staff, volunteers or visitors and are appropriate
3. treat other clients, staff and volunteers and any other persons with due respect and dignity
4. always respect another person's right to privacy and confidentiality.

Client rights under client law

In addition to our responsibilities under the Aged Care Act 1997 and other relevant legislation, we ensure the following under Australian Client Law⁸:

- We provide clear, honest and complete information about our services including information displayed on the My Aged Care website
- We provide time to clients to make their decisions and ask for help if they need to
- We avoid pressuring clients and adopting commission-based business models which might lead to pressure selling
- We make sure all the terms in our agreements are fair for all parties
- We provide a clear and easy dispute resolution process.⁹

1.3.7 CLIENTS WITH SPECIAL NEEDS

Special needs groups can encounter barriers that reduce the capacity of individuals and/or communities to access centre based and residential services and receive care appropriate to their needs. All Waratah Respite Services staff receive information and training, as appropriate, in understanding, valuing and working with people from special needs groups.

⁷ Adapted from the Australian Government Charter of Rights and Responsibilities Home Care 2017. Note that client responsibilities are no longer specified as part of the Charter of Rights. They are considered good practice

⁸ Australian Government Competition and Client Act 2010

⁹ Taken from Department of Health advisory email: Home Care Providers – Know your Rights and Obligations 6 August 2018

Special needs groups

People with special needs are identified in 1.1.7 Definitions.

Other people whose needs Waratah Respite Services believes need to be recognised and addressed include:

- People with dementia
- People with disability
- People with mental health issues.

Strategies for meeting the needs of clients with special needs

Waratah Respite Services meets the needs of people with special needs through a range of strategies including:

- Identifying the special needs groups in the community including: people from Aboriginal and Torres Strait Islander communities; people from culturally and linguistically diverse backgrounds; people who live in rural and remote areas; people who are financially or socially disadvantaged; veterans; people who are homeless, or at risk of being homeless; people who identify as lesbian, gay, bisexual, transgender or intersex; people who are care leavers; and parents separated from their children by forced adoption or removal
- Training staff in understanding and respecting the special needs of clients
- The provision of written information in key languages/spoken word and the use of cue cards
- The use of interpreter services
- Ensuring family members are aware of key information and have a copy of written information
- Regular review and explanation of key service information from the Client Handbook, such as the assessment and review processes, services available, user rights, complaints and advocacy
- Referral to agencies who specialise in assisting particular people such as People with Disabilities for the provision of advocacy assistance or the Guide Dogs Australia or Vision Australia for people with blindness or vision impairment
- Using specialist equipment where necessary
- Adjusting staff skill, gender and numbers to best meet client needs.

To effectively understand and meet the needs of clients with special needs the relevant team member spends the necessary time to fully explore with the client and/or their carer/representative the above points throughout the assessment and support planning process.

In addition to the above Waratah Respite Services has committed to trialling the strategies for Achieving Outcomes for Consumers described in the Aged Care Diversity Framework¹⁰.

Strategies for particular client groups

Aboriginal and Torres Strait Islander clients

Waratah Respite Services endeavours to provide Aboriginal and Torres Strait Islander clients with culturally appropriate services, and where possible, services delivered by Aboriginal and/or Torres Strait Islander staff. We work closely with local agencies including the Aboriginal Liaison Officer at the hospital, Aboriginal Sector Development Officer, and Galambila Medical Services to ensure that services are culturally appropriate and that clients are supported whilst accessing and receiving support.

The relevant team member ensures that the information regarding reviews, support plan and services is clearly explained and understood by the client and their family.

Clients who do not speak English

If a person does not speak English the Translating and Interpreting Service (TIS) is used. If the person has a family member with them, they may be used as the interpreter if this is acceptable to the client; however, external translation services are always offered (as this is good practice). A team member may also be used (as a last resort) if available and acceptable to the client.

We utilise Department of Health and Aged Care Quality and Safety Commission translated information brochures and also translate other key documents if required to ensure our clients are provided with information in a format understandable to them as applicable to their language. We also utilise a phone based translation application if required.

In supporting these clients, we have regard for each individual's diversity, by taking into account their individual interests, customs, beliefs and backgrounds. We use the National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse (CALD) Backgrounds to support our staff training and we ensure the cultural safety of people from CALD backgrounds (see 1.3.2 Cultural Safety of Clients).

Clients who do not read or write

In cases where the client does not read or write, the relevant team member makes sure that the information in the Client Handbook, and information regarding the assessment, reviews, service plans and services is clearly explained and understood by the client and/or their carer.

¹⁰ Australian Government Department of Health Aged Care Sector Committee Diversity Sub-group Aged Care Diversity Framework December 2017 pp 9-10

Clients who are blind or vision impaired¹¹

Clients who are blind or vision impaired are provided with information in large text as required. Information is also conveyed verbally if needed and aids and equipment are individualised in consultation with the client. Our staff can support clients who have support from an assistance or guide dog.

Clients are also asked what their support needs are in relation to their vision and when necessary we work with specialist agencies such as Vision Australia with the client's consent.

Clients living with dementia or cognitive impairment

To ensure effective services that meet a person's needs are delivered to people living with dementia and/or cognitive impairment we: provide access to specialised training to relevant team members through Dementia Australia or DBMAS or other appropriate specialist organisations or health professionals. We make available resources such as Caring for Someone with Dementia – My Aged Care and information from the [Dementia Australia](http://www.dementia.org.au) website.

Staff are advised and encouraged to contact the National Dementia Helpline (1800 100 500) [Dementia Support Australia](http://www.dementia.org.au) (1800 699 799) or other specialist services if they have any questions about dementia or other special needs, or need some advice on the best way to support a client. As with all clients, but particularly with people with special needs, we work closely with the client and their representative/s to better to know the person and develop some understanding of their needs and associated behaviours. Dementia is experienced differently by each person and we seek to recognise and respond individually to these changes. We make every effort to make sure that services are delivered in an appropriate and sensitive way to all people, and in particular, to people with dementia and cognitive impairment.

We maintain close links with the client's representative/s and encourage them to provide feedback to us and offer them information on the supports available.

Gay, lesbian, bisexual, transgender and intersex (GLBTI) clients

The Australian Government is committed to ensuring services provided to older gay, lesbian, bisexual, transgender and intersex (GLBTI) people are provided with appropriate supports and provided inclusive care and services in an environment free from discrimination, oppression and abuse.

We follow the principles outlined in the GRAI (GLBTI Rights in Ageing Inc.) Best Practice Guidelines (2015) by providing:

- Inclusive and safe environment. We do this by:
 - Considering sexual orientation and gender identity during assessment and ongoing

¹¹ Department of Health Information for Aged Care Providers Newsletter Issue 12 August 2018

- Providing information to clients and staff that outline our GLBTI inclusive environment
- Open communication. We do this by:
 - Avoiding assumptions of sexual orientation and gender
 - Encouraging open ended, non-gender specific, non-discriminatory questions and language
 - Including identified significant others in support planning as expressed by clients
 - Speaking openly about GLBTI issues where appropriate
- GLBTI-sensitive practices. We do this by:
 - Including sexual orientation and/or gender (male, female, other) in assessment documentation and seeking permission to record this
 - Provide resources from GLBTI organisations and support groups
- Staff education and training. We do this by:
 - Providing staff with best practice training and other resources as applicable
 - We have GLBTI-inclusive organisational policies and procedures.

Ensuring the safety of special needs clients

Strategies we employ to ensure the safety of special needs clients include:

- Providing a safe and comfortable environment consistent with clients care needs and staff/volunteer safety
- Making sure staff or volunteers are available who can effectively communicate with clients with language or other communication issues
- Providing special equipment or facilities as required to meet individuals needs
- The identification and monitoring of risks to vulnerable clients such as bush fire risks and risks associated with heat and cold (see Section 3.2.6 Monitoring Health and Wellbeing in Natural Disasters).

VERSION CONTROL

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1	J Bartholomew	Sept 2019	Created	Sept 2022