



Client Charter

Scope	All staff	Issue Date	April 2015
Manual	Organisation Wide	Reviewed	January 2020 next due 2023
Reference	ORG-014	ACHS	1.1.1,1.6.2
Approved	General Manager	Version	3.0

Purpose

To inform clients of their rights and to help them understand what they can expect from Yellow Door and staff when they receive care and support services from Yellow Door.

Background

A client charter is a set of principles that outlines what clients can expect from an encounter with Yellow Door. Everyone who is seeking or receiving care has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. It allows clients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Policy statement

1. Yellow Door endorses The Australian Charter of Healthcare Rights published by the Australian Commission on Safety and Quality in Healthcare (the **ACSQH Charter**).
2. Clients, consumers, families and carers are encouraged to read the Client Charter or have it explained to them, and to discuss it Yellow Door management or family or carer.
3. Yellow Door staff will be made aware of the Client Charter and should be able to advise clients on how to obtain further information about their rights.
4. It is the responsibility of Yellow Door as a provider of care and supports to ensure that the following client rights are met by adopting and applying the principles set out in the ACSQH Charter as follows:

Access

Clients that engage Yellow Door will be provided with the services, supports and care that meet their needs.

Safety

Clients will receive safe and high quality care that meets national standards and will be cared for in an environment that is safe and makes them feel safe.



Respect

Clients will be treated as an individual, and with dignity and respect and their culture, identity, beliefs and choices will be recognised and respected. Yellow Door will endeavor to ascertain an understanding of a client's culture, identity and beliefs at the outset and during ongoing dialogue with its clients.

Information

Yellow Door will provide clients with clear information about how it has assessed the needs of a client and the possible services and supports it could provide so the client can give informed consent – this will include information about the types of services and their costs. In giving this information, Yellow Door will give assistance to help the client and/or their support person to understand and use the information.

Yellow Door will provide the client with access to their information in accordance with its Privacy Policy

Yellow Door will promptly inform the client and/or their support person if something has gone wrong during the provision of care, how it happened, how it may affect them and what is being done to make care safe

Privacy

Yellow Door and its workers will respect the client's personal privacy and will ensure that information about them and their health is kept secure and confidential in accordance with its Privacy Policy.

Give Feedback

Yellow Door will provide a framework and environment where its clients:

- can provide feedback or make a complaint without it adversely affecting the way that they are treated;
- have their concerns addressed in a transparent and timely way;
- can share their experience and participate to improve the quality of care services.

Partnership

To achieve compliance with the principles of this Charter, Yellow Door will engage with the client and/or their designated support person to ensure both parties:

- ask questions and are involved in open and honest communication;
- make decisions together to the extent that the client chooses to and is able to;
- include the people that the client wants in planning and decision-making

References

- Australian Commission on Safety and Quality in Healthcare, A guide for patients, consumers, carers and families (brochure).



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- Australian Commission on Safety and quality in Healthcare, National Priorities, Australian Charter of Healthcare Rights
<https://www.safetyandquality.gov.au/australian-charter-healthcare-rights>

Document History

Version	Document History	Date
1.0	Revised to meet the requirements of ACHS	2015
2.0	Revised to standardise all policies and procedures	2017
3.0	Revised to reflect publication of revised and updated Australian Charter of Healthcare Rights in July 2019	Jan 2020