

CONSUMER CHARTER

Our Commitment to You; Your Commitment to Us Policy

1. Policy Statement

The adoption of an explicit rights approach will promote 'person-centred' decision-making and respect for the inherent dignity of all consumers at Irabina Autism Services (hereafter referred to as Irabina) whilst at the same time provide guidance on how to balance competing rights of consumers in the presence of restricted resources.

2. Scope

The Consumer Charter policy – Our Commitment to You; Your Commitment to Us is to be adhered to by all Irabina Board of Directors, Executive Management, Managers, Team Coordinators, clinicians, employees, volunteers and consumers.

3. Purpose

The purpose of this policy is to outline Irabina's Consumer Charter – Irabina's commitment to the consumer and the consumer's commitment to Irabina so that rights for all partners are respected, whilst ensuring an optimum service delivery experience that will achieve the best possible outcomes.

4. Policy

4.1 Irabina has placed the consumer at the forefront of the organisation, and to bring this into effect, Irabina has developed a Consumer Charter that outlines the consumer's rights and obligations when they use services at Irabina.

4.2 **OUR COMMITMENT TO YOU**

Access	When you use and participate in goods and/or services at Irabina, we will listen to you and develop a program that is tailored to your needs, aspirations and circumstances, inclusive of your family, carers and/or advocate (where relevant) regardless of age, race, gender, culture, sexual preference, religion or disability.
Respect	We will treat you with respect and dignity as an individual including respecting your individual preferences.
Safety and Quality	We will provide you with safe and high quality goods and services, and will treat you free of exploitation, abuse, discrimination, harassment or neglect.
	We will continually look for better and improved ways to deliver goods and services to our consumers.
Participation	We want you to actively participate in the planning of the goods and services that meets your needs, aspirations and circumstances, including not making unwarranted assumptions about what you may want or what we think is good for you.
	We will support you to choose the goods and services within the level of control you want, and within the limits of the resources available. This will include providing advice on the possible

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	consequences of your decisions. All decisions have consequences and it is important that you are well informed.
	That when you receive goods and services by Irabina, it will be done in a manner where you will not be obliged to feel grateful to those providing the service.
	We will involve consumers to contribute to Irabina decision making activities, such as participating in consumer groups, working parties or focus groups.
Communication	You will receive open, timely and appropriate information about your goods and services in way that you can understand to enable you to make an informed decision about what will best suit your needs.
	When you commence services at Irabina, we will provide you with information about the easiest way for you to make a complaint, or how to make a suggestion about how services can improve or a compliment about the goods and services you receive.
	We will do our best to ensure any issues or concerns are addressed in a prompt, fair, courteous and confidential manner and without fear of retribution.
Privacy	We will respect your privacy and confidentiality of your personal information.
Fees	We will ensure that any fees will be determined in a way that is transparent, accessible and fair including reviewing fees on a regular basis, particularly if your circumstances change.

4.3 **YOUR COMMITMENT TO US**

Respect	You will respect the rights of Irabina staff to their human, legal and industrial rights including the right to work in a safe environment.
	You will treat staff at Irabina with respect and dignity free of exploitation, abuse, discrimination, harassment or neglect.
	You will respect the rights and needs of other people if you are using services and support with other consumers of Irabina, including people from other cultural backgrounds.
	You will respect the privacy of other people, particularly in respecting others when sharing communal areas, not tampering with mail and not providing personal details on people to anybody without their consent.
	You will respect Irabina property and not intentionally cause damage to Irabina property and assets.

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Services and Support	You will provide enough information about yourself and your situation to help Irabina support you in meeting your needs, aspirations and circumstances.
	You will follow any plan or the terms of the written agreement and if your needs, aspirations or circumstances change, you will give Irabina enough time and information to help review the plan.
	Where goods and services have specific 'rules' for delivery, such as not consuming illicit drugs, or not consuming alcohol before or during participation in a service, or not smoking, you will adhere to this requirement. If you fail to do so, Irabina may ask you to not attend the program for that day or, if the good and/or service is being delivered in a consumer's home, the Irabina employee may remove themselves from that the consumer's home for the remainder of that session.
	You will accept responsibility for your own actions and choices even if some of those actions and choices may involve an element of risk.
Communication	You will allow safe and reasonable access for Irabina staff that are providing goods and services in accordance with your plan.
Fee	You agree to pay the charge and/or fee that is associated to your service provision and/or written plan and you will communicate with us should your circumstances change.
Comment	You have the right to comment on your goods and services provided by Irabina and to have your concerns addressed.
	You have the right to receive information on mechanisms for complaint and redress.

5. Key Responsibilities

Role	Responsibility
Chief Executive Officer (CEO)	Ensure there are appropriate resources to enable full implementation throughout the entire organisation.
Executive Management/Managers	Ensure that there is appropriate documentation in place within their departments or programs to ensure compliance with this policy.
Team Leaders/Clinicians/ Employees/Consumers	To provide consumers with a copy of the Consumer Charter, and for all parties to abide by it.

6. Definitions

Term	Meaning
Consumer	All end users (parents/guardian/carers, those with ASD and related conditions, Professionals, Schools, etc) of goods or services provided by Irabina or is directly affected by, the services

7. Related Documents

Access Policy
 Family Services Support Plan
 Feedback, Complaints and Comments Policy
 Management of Appointments, Cancellations and Collection of Fees
 Person Centred Planning and Decision Making Policy
 Privacy Policy

8. Related legislation

Aged Care Act 1997 (Cth)
 Age Discrimination Act 2002 (Cth)
 Charter of Human Rights and Responsibilities Act 2006 (Vic)
 Disability Act 2006 (Vic)
 Disability Discrimination Act 1992 (Cth)
 Equal Opportunities Act 2010 (Vic)
 Health Records Act 2001
 Information Privacy Act 2000
 Multicultural Victoria Act 2004
 Ombudsman Act 1973
 Privacy Act 1998 (Cth)
 Public Records Act 1973
 Sec Discrimination Act 1984 (Cth)
 Victorian Civil and Administrative Tribunal Act 1998
 Victorian Racial and Religious Tolerance Act 2001
 Convention of the Rights of Persons with a Disability – National Disability Standards
 Australian Charter of Healthcare Rights