

GV029 PO: Consumer Rights and Responsibilities Statement

Date Authorised: 12 June 2018
Version Number: 1.0
Authorised by: CEO
Next Review: June 2020

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2 Introduction

The Stroke Foundation is committed to ensuring the rights and responsibilities of those who utilise Stroke Foundation services are respected, upheld and maintained.

This rights and responsibility statement applies to anyone who uses the services of the Stroke Foundation.

In this rights and responsibility statement, 'consumers' has the meaning defined as all people who access the Stroke Foundation services and does not replace the legal rights of the consumer.

3 Policy

The Stroke Foundation acknowledges consumers are the focus of our operations. Therefore, consumer rights are recognised and promoted at every opportunity, and consumers are made aware of their responsibilities as service users.

4 Consumer Rights

The Stroke Foundation acknowledges the right of consumers accessing our support and services to:

4.1 General

- Be treated with respect and courtesy at all times;
- Be treated fairly and without discrimination;

4.2 Access

- Receive support to access services and make decisions on their own terms, including access to an interpreter and the right to refuse services;
- Receive high quality, reliable services provided by appropriately skilled people

4.3 Personal Information

- Be kept informed of matters about them, including service rights and the right to have an advocate or support person involved;
- Be provided concise and timely information in a way they understand;

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- Receive assistance in understanding any information provided;
- Have their information treated as confidential and their privacy respected, including not sharing information with other people or agencies without their prior agreement;

4.4 Comments and Complaints

- Have a range of ways to provide feedback on the service they have received; and
- Have complaints investigated fairly and confidentially, with appropriate steps taken to resolve issues of concern.

5 Consumer Responsibilities

When accessing our services consumers are responsible for:

5.1 General

- Treating our workforce (staff and volunteers) with respect at all times;
- Helping the Stroke Foundation by communicating their needs with courtesy and respect, behaving in a non-abusive and non-threatening manner;

5.2 Support

- Providing accurate information about their current problems, and other matters relating to their health and support needs when seeking support;
- Discussing any worries or concerns with staff and being part of the decisions made about support;

5.3 Communications

- Providing accurate personal details, including the names of services currently involved in providing support to them;
- Contacting the Stroke Foundation if they don't understand or need more information about services;

6 Related documents

- Privacy Policy Statement <https://strokefoundation.org.au/Privacy>
- Feedback Form <https://strokefoundation.org.au/Contact-us/Feedback>
- Terms of Use – EnableMe Privacy Notice <https://enableme.org.au/Terms-of-use>

7 Document control

The Chief Executive Officer is the Authoriser of this document. The Stroke Foundation Executive is responsible for reviewing this document every two years.

8 Version history

Version	Authorised by	Date Authorised	Summary of Change
1.0	CEO	12 June 2018	New policy.