

Charter of Rights and Responsibility

1. Purpose

This charter outlines the rights and responsibilities of Avivo and the people, families and carers we support.

2. Introduction

We aim to provide supports and services that meet the needs and aspirations of our customers, their families and carers. We value and recognise that the person and their family are the experts in their lives and know what is important to them. We welcome feedback and are committed to listening and learning.

It is our responsibility to be attentive to emerging needs and to ensure:

- We are flexible, approachable, personal and welcoming.
- We respect the person's dignity and privacy.
- Our supports and services maintain the person's independence.
- We recognise the importance of significant others in the person's life.
- We deal with all complaints quickly and fairly.

3. Scope

This Policy applies across Avivo.

4. Policy

In our work with individuals, families and carers we ensure:

- All parties are treated with respect and dignity and that the importance of their role is recognised and valued.
- We involve family members and carers in decision-making where it has an impact on their caring role.
- We take into account family members and carers' views and needs when decisions are being made which impact on them and the person they care for.
- We deal with family members and carers' complaints or concerns quickly and fairly.

5. Responsibilities

Avivo will ensure:

- We provide information about supports and services including fees and any changes that may occur in relation to service delivery.
- People receive supports and services that maintain and promote their independence, respect, dignity, privacy and confidentiality and are non-discriminatory.
- We obtain consent and advise individuals of the information we hold, what information will be shared and about their right to access their information or to retract consent.
- People are aware of our complaints procedure and that they have a right to complain without retribution.
- People are informed about the role of an Advocate and their right to use an Advocate.
- Staff have a safe working environment.
- Our facilities are clean, accessible and have private spaces, if required.

Avivo ask that individuals, families and carers:

- Work in partnership with us, saying what is important to them and how we can best support them.
- Inform us of any concerns or complaints they have as soon as they occur to enable us to take the necessary corrective action in a responsive and timely manner.
- Treat our staff respectfully and provide a welcoming and safe work environment in the home.

6. References

None.

7. Related Documents

None.

8. Definitions

None.