



Summary of rights and responsibilities

Queensland Community Care services - helping you stay at home and in your community

The Department of Communities, Child Safety and Disability Services funds organisations to provide basic maintenance and support services for people aged under 65 whose capacity for independent living is at risk.

Queensland Community Care service providers are required to promote and protect your safety, well-being and human and legal rights.

The RIGHTS of a Queensland Community Care client

As someone receiving Queensland Community Care services you have a number of rights that service providers should recognise. These are:

- the right to be treated with respect and courtesy
- the right to be informed and to give your views
- the right to be part of decisions about your care
- the right to receive quality service
- the right to privacy and confidentiality
- the right to an advocate
- the right to make a complaint.

The RESPONSIBILITIES of a Queensland Community Care client

Queensland Community Care service users also have some responsibilities to the people providing care to them. People using Queensland Community Care services are asked to:

- treat staff and volunteers with respect and courtesy.
- provide a safe work environment for staff and volunteers, help them to provide you with services safely, and inform them if there are any potential hazards.
- take responsibility for the results of any decisions which you make with staff and volunteers about your care.

How do I get information about services in my area?

You, your doctor, your hospital discharge nurse, a family member or friend can:

- phone the Queensland Community Care Services Access Point on 1800 600 300
- visit www.qld.gov.au/communitycare
- contact your local Queensland Community Care service provider – see www.serviceavailabilityregister.com.au