

Quick Reference Guide

Code of Rights

Right	Applying the right in your workplace
Right 1: Right to be treated with respect	<ul style="list-style-type: none"> • Knock before entering the consumer’s home or a room. • Always respect the consumer’s religious and cultural beliefs.
Right 2: Right to freedom from discrimination, coercion, harassment, and exploitation	<ul style="list-style-type: none"> • Do not treat the consumer differently based on their age or ability. • Do not force consumers to do things that they do not want to do.
Right 3: Right to dignity and independence	<ul style="list-style-type: none"> • Always ensure a consumer’s privacy is maintained when providing personal care e.g. closing the door.
Right 4: Right to services of an appropriate standard	<ul style="list-style-type: none"> • Speak to your manager if you require additional training to adequately support a consumer.
Right 5: Right to effective communication	<ul style="list-style-type: none"> • Use a variety of different communication forms e.g. written, oral, pictures, symbols, gestures or sign language.
Right 6: Right to be fully informed	<ul style="list-style-type: none"> • Inform consumers of what you are going to do when providing personal care or support e.g. step by step instructions.
Right 7: Right to make an informed choice and give informed consent	<ul style="list-style-type: none"> • Always ask for and respect the consumer’s choice. • Do not manipulate a consumer into doing something that you would prefer.
Right 8: Right to support	<ul style="list-style-type: none"> • Always ask the consumer if they would like a support person of their choice when receiving a service.
Right 9: Rights in respect of teaching or research	<ul style="list-style-type: none"> • When training a new employee, always introduce them to the consumer first and check if the consumer is willing to be part of their training before commencing.
Right 10: Right to complain	<ul style="list-style-type: none"> • If you observe that a consumer’s right is not being upheld, speak directly to your manager.

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DISCLAIMER:

Except where otherwise stated, scenarios depicted in this course are fictional and any resemblance to any person or event is purely coincidental. The information in this course has been prepared as general information only. It is not intended to provide legal, industrial or other specialist advice and should not be relied upon as such. All advice and information are professionally sourced and provided in good faith and, while all care has been taken, no legal liability or responsibility is accepted for any possible error. For direction concerning your particular circumstances, independent advice should be sought. Copyright 2019. The contents of these Learning Resources remain the property of Altura Learning. They are for the exclusive use of current members of Altura Learning; their use, distribution, and storage are subject to the terms and conditions laid out in Membership Agreements. Altura Learning and Engage. Inform. Inspire are registered trademarks of Altura Learning.

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1: Right to be treated with respect	<ul style="list-style-type: none"> • Knock before entering a home or a room. • Give consumers privacy to speak to their visitors or on the telephone.
2: Right to freedom from discrimination, coercion, harassment, and exploitation	<ul style="list-style-type: none"> • Do not pass comment on what consumers are able or unable to do. • Be aware that overpraising a consumer for small activities may come across as patronising.
3: Right to dignity and independence	<ul style="list-style-type: none"> • Always ensure a consumer's privacy when providing personal care (e.g. closing the door). • Do not underestimate consumers' abilities.
4: Right to services of an appropriate standard	<ul style="list-style-type: none"> • Ask your manager to provide you with more training if you are unsure of the correct method of supporting a consumer. • Ensure the support you provide is appropriate for the consumer (e.g. correct medication).
5: Right to effective communication	<ul style="list-style-type: none"> • When communicating with a person using a wheelchair, go down to their eye level whenever possible. • Always check that the consumer has understood you.
6: Right to be fully informed	<ul style="list-style-type: none"> • When providing personal care, inform consumers what you are going to do using step by step explanations (e.g. "now I will transfer you from the bed to your chair"). • Truthfully answer questions asked by consumers; never give information you are unsure of.
7: Right to make an informed choice and give informed consent	<ul style="list-style-type: none"> • It is not appropriate to manipulate consumers to do something that you would prefer to do. • Wherever possible, when a consumer is not able to make a choice, offer different options and encourage them to make a choice, wherever possible.
8: Right to support	<ul style="list-style-type: none"> • The right to support also includes a consumer's choice to not have a support person present. • If a consumer refuses your support in a potentially unsafe situation, immediately contact your manager.

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9: Rights in respect of teaching or research

- If you are training a new employee, introduce them to the consumer and ask if they are OK to be part of their training.

10: Right to complain

- If you witness a breach of a consumer's right when supporting someone who is unable to speak for himself/herself, immediately talk to your manager.
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