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CONSUMER RIGHTS & RESPONSIBILITIES

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Purpose: To ensure the consumers of the services of The Australian Lung Foundation are aware of their rights and responsibilities and what they can expect from their interaction with The Australian Lung Foundation.

Scope: Applies to all consumers, families and carers who interact with The Australian Lung Foundation.

Definitions: 'Consumer' means any person who is diagnosed with lung disease, members of their family and their carers.
'The Lung Foundation' means The Australian Lung Foundation.
'Employees' includes volunteers.

Documents:

General:

The Australian Lung Foundation takes very seriously its duty to uphold the rights and responsibilities of the consumers, their families and their carers. Consumers, families and carers are nurtured and respected by:

- listening to understand and responding appropriately;
- enabling informed decisions.

Consumer rights

As a consumer, you may expect staff to respect your rights which you will be encouraged to exercise and which include the following:

- to be treated with respect for your human worth, dignity and privacy while receiving services from The Lung Foundation;
- to be given information about support and rehabilitation services in words that you can understand. This can include referral to interpreter services and liaison workers, who may be able to assist you with your understanding of your medical situation;
- to be protected from abuse, harassment, or exploitation;
- to practice your cultural and religious beliefs, provided that they do not interfere with the rights and preferences of others;
- to ask for a different counselor or telephone counselor to provide support
- to be involved in deciding and receive information in relation to support programs that staff may discuss with you;
- to expect that no information about yourself will be given to anyone not involved in your care and support, unless you choose to allow that information to be shared or the law requires that information be shared;
- to expect that staff, with your permission, are able to talk to you family and carers about your support and how they may be able to be involved and assist;

- to contact a friend or family member if you would like them to assist in expressing your needs;
- to make a complaint about any aspect of the support or service with which you are not satisfied. You will be made aware of the complaints procedure and offered assistance and advocacy throughout the process;
- not to take part in research studies if you do not want to. This will not affect the support or service that you are provided in any way.

Consumer responsibilities

Along with the rights that you have, you also have the following responsibilities:

- to talk to your medical specialist if you want specific information on the treatment that you will be receiving;
- to respect the rights, wellbeing and safety of other people who utilise the services of The Lung Foundation;
- to respect the rights of The Lung Foundation employees to be safe at work
- to voice your rights without resorting to aggressive behaviours.

This policy can be amended by The Australian Lung Foundation as it sees fit and does not vest any enforceable rights in employees.