

Customer Rights & Responsibilities

We are committed to ensuring the rights of customers, families and carers are always being met. Chorus people – both staff and volunteers – care about our community and believe every person can make a positive difference to the lives of others. Everyone has a role to play in ensuring these relationships are effective and positive, so we've created a Charter of Rights and Responsibilities for both customers and their families.

[Your rights as a Chorus customer >](#)

[Your responsibilities as a Chorus customer >](#)

[Your rights as a Chorus carer, family member or personal support person >](#)

[Being home for your service appointments >](#)

[Emergency situations >](#)

[Health & safety >](#)

Your rights as a Chorus customer

As a Chorus customer, you have the right to:

- quick, easy, fair and voluntary access to the right services that assist you to meet your needs;
- safe and high-quality services, provided with professional care, skill and competence;
- be actively involved in decisions and choices that impact the services you receive;
- always be treated with respect, dignity and consideration;
- be treated without exploitation, abuse, discrimination, harassment or neglect;
- be informed about services, treatment, options and costs in a timely way in words you can understand;
- be helped to find opportunities to meaningfully participate and be actively included in your community;
- the privacy and confidentiality of your personal information;
- information on how to provide feedback or make a complaint, and to expect that any feedback will be addressed promptly, with due attention and consideration.

For more information on your legal rights, visit these websites:

[Charter of Aged Care Rights](#)

[Mental Health Statement of Rights and Responsibilities](#)

[NDIS Rights](#)

[Carers WA](#) (or call 1300 227 377).

Your responsibilities as a Chorus customer

As a Chorus customer, you have the right to:

- be courteous and respectful to staff and volunteers;
- make sure your home is safe for our staff and volunteers to work in;
- provide appropriate equipment and cleaning products;
- participate in the planning of your services;
- provide enough information to help us develop, deliver and review the services you receive;
- let us know about any changes in your condition or circumstances, or about any concerns you have;
- be available at the times we are due to visit, keep your appointments, or let us know in advance if you cannot be there;
- tell us if you feel you are at risk of harm of any kind;
- share any cultural, religious or other special needs you would like us to be aware of;
- let us know if you have a family member, carer or other support person you would like us to involve at any stage.

Your rights as a Chorus carer, family member or personal support person

Chorus is committed to considering and including family members, carers and other support people in the services we provide to customers.

At Chorus all families, carers and other support people have the right to:

- be treated with respect and dignity;
- participate in the assessment, planning, delivery and review of services that impact on them and their role as a carer;
- expect that their views, opinions and needs will be considered along with the views, needs and best interests of the person they care for;
- provide feedback or make a complaint about any aspect of the services being received, and be able to appeal or raise a dispute without fear of adverse consequences or loss of service.

For further information, please talk to a member of Chorus staff or contact:

[Carers WA](#) (or call 1300 227 377).

[WA Government's Health & Disability Services Complaint Office](#)

Being home for your service appointments

It is essential you are present when any service is provided at your home. We cannot provide services if you are not home. If you do not answer the door, Chorus will attempt to contact you by phone. We'll talk to you about what we should do in the event you are not home when we expect you to be. For example, you may want us to contact a family member or phone an emergency contact number. Please keep us updated on changes to your contact numbers. If we are unable to make contact with you, and your emergency contact person is not available, Chorus may call the police to gain access to your premises to make sure you are not injured and unable to seek help. For this reason, it's really important you ring the office to let us know if you won't be home.

Emergency situations

Chorus staff and volunteers have procedures to follow if there is an emergency situation. We will seek immediate assistance by either dialing 000 for an ambulance or phoning your emergency contact person. If an ambulance is required, it is not covered under your Chorus service.

Health & safety

It might seem odd at first, but your home is considered a workplace for Chorus staff and volunteers. That means you have a responsibility to make sure Chorus staff and volunteers work in a healthy and safe environment when they are in your home. This is because it is our duty of care to provide staff and volunteers with a safe workplace.

Things you can do include:

- Notifying Chorus staff or volunteers of any unsafe conditions in your home
- Participating in safety assessments of your home
- Ensuring your pets are controlled during a Chorus service
- Providing a smoke-free environment while we work with you
- Providing a workplace free of racial, sexual, physical or emotional abuse for Chorus staff and volunteers
- Treating Chorus staff and volunteers with dignity and respect
- Telling Chorus staff and volunteers if you are unwell or cannot do things the way you usually do them
- Providing safe cleaning products and cleaning equipment that are suitable and well maintained.

We will conduct safety assessments during our services and discuss any risks with you. Any safety concerns will be reviewed with you on an ongoing basis, as required by work health and safety legislation.