



Mercy Services

## SERVICE GUARANTEE

Manual: Service Delivery

Document ID: E.01

### 1. PURPOSE

The purpose of this policy is to ensure that Mercy Services staff, clients and volunteers clearly know:

- 1) the principles upon which service design are based; and
- 2) client rights and responsibilities.

### 2. WHO DOES THIS POLICY APPLY TO

This policy applies to all Mercy Services staff, visitors and volunteers

### 3. POLICY

Mercy Services will provide services in ways that comply with funding agreements and are consistent with Mercy Services' Values of: Respect, Care, Service, Unity and Justice.

Mercy Services will provide all clients with services according to the following principles:

- You are treated with fairness – all clients have equality of opportunity;
- Diversity among clients and inclusivity are welcomed with services tailored to the needs/aspirations of each individual;
- Information is provided in ways that you find are clear and accurate;
- You are involved in decisions about the service you are receiving;
- You are encouraged to enjoy full participation in society;
- You may include their family, carers, friends and others in the planning and delivery of your services, as you wish, and
- Your ideas and complaints are welcomed and responded to with fairness

Mercy Services respects the:

- Rights and Responsibilities of Residential Aged Care
- Rights and Responsibilities in Home Care and
- UN Convention on the Rights of Persons with Disabilities 2006

This Policy also reflects the commitment under our E.23 Client Safe Guarding Policy

### 4. PROCEDURE

#### 4.1 CHARTER OF SERVICE

***Your rights as a client of Mercy Services:***

- a) you will be given as much information as you want, and need, so you can make choices about the service you will receive from us and/or any alternative or complementary services from other organisations;
- b) you will be given enough time and assistance so you can make decisions about the service you receive from us within the guidelines of the program your service is funded by;

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- c) you will be informed of your rights and responsibilities;
- d) If you find it difficult to pay, we will consider your circumstances and work with you to resolve the situation while continuing your services
- e) your access to a service is based on your eligibility, your needs and our capacity to meet your needs (*you should always be treated fairly and in a non-discriminatory way*);
- f) your needs will be reviewed at least once a year, and more frequently if required, to ensure our services meet your individual requirements as best we can;
- g) your age, gender, cultural background, sexual orientation, life circumstances and aspirations will be taken into account in the planning, delivery and evaluation of your service;
- h) you will be assisted by staff who will treat you with respect and who will use safe practices that have been proven to work;
- i) you will be assisted to develop a Mercy Services Care Plan that outlines the services you will receive from us and any fees to be charged;
- j) your Mercy Services Care Plan will address the full range of your needs, focus on your strength/assets, enable your preferred level of social independence and your chosen participation in social activities and community life;
- k) you will receive services as agreed and written down in your Care Plan;
- l) your information will be kept safe and Mercy Services will only share it with others if we have your permission  
(Conditions apply - see our Privacy Policy for details);
- m) you can look at your Mercy Services file - if you request this  
(Conditions apply - see our Privacy Policy for details);
- n) you can involve anyone you want to support you or to speak on your behalf  
(Mercy Services can assist you find to an independent advocate if needed);
- o) your Carer and/or the people of your support network will be involved in decisions, communication and service delivery as much as you would like us to include them;
- p) you, your Carer and/or your other support person will be invited to have a say about how Mercy Services is run;
- q) your complaints and comments about Mercy Services will be welcomed and dealt with in a fair, effective and prompt manner;
  - a. you will not be disadvantaged or discriminated against, if you make a complaint; and
  - b. you will be informed of the outcome of investigations into your complaint.

### ***You can help us to help you by:***

- a) telling us all about your needs and wants;
- b) telling us if there are changes to your contact details or any other information you have given us;
- c) reading any information, we provide to you and asking for help if you are unsure about the information;
- d) taking as active a role as possible in looking after yourself and in doing the things you agreed to do in your Care Plan;
- e) telling us if any changes are required to the type of service we provide to you and to the way we provide this service;
- f) telling us if you are not going to be at home at the time when our staff have arranged to visit you (we prefer at least 24 hours' notice of a cancellation);

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- g) taking responsibility for the results of any decisions which you make about your services from us;
- h) showing respect to our other clients and to our staff/volunteers;
- i) respecting the rules, we have for the protection and comfort of our staff/volunteers; and
- j) letting us know, as soon as possible, if: (a) you are not happy with any part of your services, (b) you think your privacy has not been respected, and/or (c) you feel you have been treated unfairly or in a discriminatory manner.

### ***Please tell us your concerns about staff or activities of Mercy Services***

We welcome your ideas and concerns as these can help us to improve our services for you and for others.

Mercy Services E.08 Complaints Handling Policy outlines the actions required when making and addressing complaints.

## **5. KEY PERFORMANCE INDICATORS**

Not applicable

## **6. EXPECTED OUTCOME**

Mercy Services delivers inclusive and quality services, in accordance with established standards and statutory requirements

## **7. REFERENCES**

Charter of Home Care Rights and Responsibilities  
Charter of Aged Care Residential Rights and Responsibilities

## **8. OTHER RELATED POLICIES OR PROCEDURES**

A.01 Values Policies  
E.08 Complaints Handling  
E.03 Meeting Individual Needs  
E.23 Client Safe Guarding

## **9. VERSION CONTROL AND CHANGE HISTORY**

Version	Date Reviewed	Amendments
1.0	18.1.18	Policy reviewed and transferred to new Policy Template. Version 2 created.
2.0		

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