

## Informed consent:

Informed consent describes a patient's consent to a medical procedure/treatment after being properly advised of all relevant medical facts and risks involved.

Consent aims to build the capacity of people regardless of ability, their families, and carers to make informed decisions. This includes decisions that relate to NDIS providers.

## Substitute decision maker (Power of attorney/Guardian):

There may be times where the client is unable to give consent, or may refuse consent for medical treatment. This may be the result of their personal choice or illness. In these cases it may be appropriate for clinicians/carers to contact other people who may be able to make a decision on behalf of the client.

The client can nominate a substitute decision maker before **treatment** starts. In Victoria this substitute decision maker may be legally appointed (ie power of attorney or guardianship) or by informal agreement.

In this case, the carer/family have the right to:

- Share information/concerns relating to the client
- Receive information about the ongoing care of the client.

This document is based on the *Australian Charter of Human Rights and Responsibilities Act 2006*.

## Connect with us

For more information call **9575 5333**

For deaf, hearing or speech impaired assistance contact us through the National Relay Service:

TTY: 133 677 then ask for 9575 5333.

**Speak and Listen:** 1300 555 727 then ask for 9575 5333.

**Internet Relay:** Connect to the National Relay Service then enter 9575 5333.



For the translating and interpreting service, please call 131 450.

### Advocacy agencies which may assist you:

**Health Complaints Commissioner:**

1300 582 113

**Carers Australia VIC:** 1800 514 845

**Gateway:** 1800 422 737

**Emergency Respite:** 1800 052 222

**Kids Helpline:** 1800 55 1800

**Lifeline:** 13 11 14

**NDIS Quality & Safeguards Commission:**

1800 035 544

## Visit us

2A Gardeners Rd Bentleigh East  
Unit 17, 347 Bay Road Cheltenham

healthy people.  
healthy communities.

connecthealth.org.au



# carers' rights & responsibilities

What to expect from us  
and what we expect from  
the carers of our clients



## Who is a carer ?

A carer is a person who provides support and assistance to someone who lives with a:

- medical condition
- mental health condition
- chronic or terminal illness
- disability
- is an aged or frail person.

Carers can include family, friends, relatives, neighbours and those providing a foster, kinship or permanent carer arrangement.

## Who is a client?

A client is someone receiving treatment at Connect Health & Community with any of the above conditions or illnesses.

## Shared rights (client and carer):

As a client or carer, you have the right to:

- feel safe and respected
- be treated with dignity and privacy
- have an opinion and express your opinion
- receive education, training and support in your role
- receive help from an advocate or interpreter
- receive services without discrimination.

## Shared responsibilities (client, carer and clinician):

Clients, carers and clinicians have a responsibility to

- be aware of other peoples' rights and their responsibilities
- be open and honest in all discussions
- discuss any changes in condition and/or treatment plans
- discuss and clarify early warning signs and side-effects of treatments
- work together to improve treatment options and outcomes
- avoid any restrictive practices on clients.

## Carer rights:

As a carer it is your right to:

- be respected as an individual, including cultural/religious identity and language preferences
- be recognised, respected and supported as partners in providing care to clients
- provide information to the clinician in the care and treatment of the client
- receive assistance with your own needs
- receive regular information about treatment options
- receive education/training and support to assist your understanding

- seek further (second) opinions on the diagnosis and care of the client
- ask for better appointment times that suit your availability.

## Carer responsibilities:

As a carer, it is your responsibility to:

- act in the best interests of the client
- respect the human worth and dignity of the client
- consider the opinions provided by clinicians
- update clinicians if there is a change in the client's medical condition
- recognise the clinicians' skill in providing care and treatment of the client
- support the client to achieve their goals through treatment
- seek professional help if you believe the client has mental health problem.

## Advocate:

An advocate is a person who can speak on behalf of the client and express any concerns raised by the client. An advocate can be a carer.