



## Melaleuca Home for the Aged Client Service Charter

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This Client Service Charter outlines your rights, how you will be treated and what you can expect from us. It also sets out your responsibilities and how you can give us feedback on any aspect of our service. Clients will be made aware of this Charter upon contracting Melaleuca Home's services, either in hard copy or online.

### About us

Melaleuca Home is a not-for-profit community based residential aged care service with the mission of *'Working as a dedicated team to provide optimum care, consideration and dignity (for our residents and families) in a safe and happy environment.'* We deliver best practice care and support practices in partnerships with residents, families and staff.

Melaleuca Home is a small single site 48 bed facility.

You can find information about our services on our website [www.melaleucacare.org](http://www.melaleucacare.org) or by asking one of our staff.

### Our commitment to you

Melaleuca Home is committed to providing the highest quality services that we can. We will work with you to make sure you get the support and care that meets your individual needs.

### What you can expect from us

Melaleuca Home is committed to:

- Treat you with respect at all times.
- Treat you fairly and without discrimination.
- Provide you with sufficient information about our care service.
- Inform you of your rights and responsibilities.
- Provide a safe and healthy environment within our facility.
- Respect your privacy and confidentiality.
- Ensure you don't face physical, sexual, emotional or verbal abuse.
- Protect your personal information and only use it for the right reasons.
- Involve you in decisions about the services you access and support you to have a say.
- Support you to connect with other services, if needed
- Tell you how to provide us with feedback on our service and how to make a complaint.
- Ensure your complaints are dealt with fairly and promptly.

### How you can help us

You can help us provide a quality care and support services if you or your support person:

- Provide us with complete and accurate information about yourself and your situation.



- Tell us if your circumstances change in anyway.
- Act respectfully and safely towards other residents, and towards staff and volunteers
- Provide us with feedback about our service and how we can work better.

## How you can provide feedback

The Management of Melaleuca regards suggestions and complaints as an opportunity to make improvements to the care and other services we provide.

We wish to assist in every way should you have matters of concern regarding the care and treatment provided by Melaleuca. We prefer to deal with these matters quickly and efficiently.

- Talk about it – You are encouraged to discuss your concern with the Clinical Care Director, the CEO, or the Registered Nurse on duty. Your complaint will be followed up promptly and feedback given to you as soon as possible.
- Suggestion Box – Write a note about your complaint, comment, suggestion, or query and put it in the suggestion box located in the front foyer. You can be assured that issues raised will be followed up. You will be given personal feedback if you write your name.
- Contact the Board of Melaleuca Home for the Aged – If your problem has not been resolved after using the above methods or if you feel as though the issues are complex, you are welcome to contact the following members of the Board who will personally investigate the matter and give you feedback: the Chairman or Vice Chairman. Contact telephone numbers are available from the administration office.
- Ask for a Mediator – If you are having difficulty resolving a problem you may ask for a mediator to act as a go-between. The mediator will be chosen by mutual agreement between the management and yourself.
- External Agencies – If the matter cannot be resolved within the Home you are free to contact the following organisations for assistance:

Advocacy Tasmania

Ph.: 03 6224 2240 or 1800 005 131

Email: [contact@yoursaytas.org](mailto:contact@yoursaytas.org)

Website: [www.yoursaytas.org](http://www.yoursaytas.org)

Aged Care Quality & Safety Commissioner

Ph.: 1800 951 822

Website: [agedcarequality.gov.au](http://agedcarequality.gov.au)

GPO Box 9819, Hobart Tas 7000

## How you can participate in your services

We encourage our residents to participate in, and exercise choice over care and service decisions. We will ensure you are aware of and understand the care services we provide. We are committed to supporting residents to make choices and participate in decisions by using interpreters, advocates, written materials in a variety of community languages, and culturally appropriate service strategies, where needed.