

# Rights, Responsibilities & Privacy

At Lumia Care we comply with the **National Quality and Safety Standards for Aged Care**, the **National Disability Insurance Standards** and the **Australian Charter of Health Rights and Responsibilities**.

At Lumia Care we value and welcome feedback about the care you receive and your experience.

Lumia Care promotes Open Disclosure and a culture of safety without blame.

## Your Rights

1. To be treated with Dignity, Respect and Integrity with respect for individual rights to freedom of expression, self-determination & decision-making
2. The care provided to me is delivered with respect for my cultural beliefs, identity and values
3. I will receive open timely and appropriate communication about my care in a way I can understand
4. Access all information about my care and services
5. Have control over and make choices about my care including where choices involve making decisions about personal care and financial affairs and / or the risk to my own independence
6. To be listened and heard in decisions about my care
7. To nominate someone to advocate and act on my behalf
8. The right to privacy and have my personal information protected
9. To have high quality services provided in a safe and competent manner with care & skill
10. To live without fear of exploitation, neglect or any type of abuse
11. To be able to provide feedback and / or matters of concern, confident this will not affect my future care
12. To receive feedback to any enquiry in a timely manner



## Your Responsibilities

- To treat the team with courtesy and respect and to provide safe access and working environment for attending Lumia Care team members
- Confirmation of available funds to be demonstrated, prior to commencement of services. This reduces the risk of inadequate available funds for agreed services.
- Prompt payment / claim of Invoices within 14 days
- Notify of changes to any scheduled services as per your service agreement. Any cancellations on the day of service will incur full payment.
- A minimum of 2 weeks-notice to terminate services (for Consumers receiving more than 24 hours / week)

## Privacy Principles

The **Health Privacy Principles** have been established by the government to support the **Health Records and Information Privacy Act 2002 (HRIP)**.

These are the legal obligations which NSW health organisations must abide by when they collect, hold, use and disclose a person's health information.

<b>Lawful</b>	Health information is only collected for a lawful purpose that is directly related to the professional service and is necessary for that purpose.	<b>Accessible</b>	You may ask for the Request for Health Information form to access health information held by Lumia Care.
<b>Relevant</b>	Health Information collected is relevant, accurate, up to date and does not unreasonably intrude into the personal affairs of Consumers.	<b>Correct</b>	You can request a correction or amendment of your personal information to improve the accuracy of the information.
<b>Open</b>	You must be Informed about why Lumia Care is collecting health information, what will be done with it and who else may see it.	<b>Accurate</b>	Lumia Care ensures the health information collected is relevant and accurate.
<b>Secure</b>	Health Information is securely stored and is protected from unauthorised access, use or disclosure.	<b>Limited</b>	Health Information is collected for the direct purpose of delivering health care to you and not for other purposes, such as research, without consent.
<b>Transparent</b>	All health information is used for the purposes of delivering the highest quality care to you and you may request a copy of your Health information.	<b>Mobile</b>	Your Lumia Care team will record information collected in a mobile device such as a phone or ipad using the secure Lumia Care Information Exchange.
		<b>Controlled</b>	Health Records are only shared with the professionals nominated by you to optimize care.

## What matters to you matters to us!

### How to give us feedback

Call us directly by phone **1300 796 876** or use [our feedback form](#).

If you are not satisfied with the way Lumia Care manages complaints, then you have the option of contacting the relevant regulatory body related to:

- your funding
- the type of complaint

**Health Care Complaints Commission:**  
**1800 043 159**

**Aged Care Quality and Safety Commission:**  
**1800 951 822**

**NDIS Quality and Safeguards Commission:**  
**1800 035 544**  
or email them :  
**[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**

or by writing a letter to :  
**Aged Care Quality and Safety Commission:**  
**GPO Box 9819 Sydney NSW 2000**  
**<https://www.agedcarequality.gov.au/online-complaints-form-open>**

References: Australian Charter of Health Rights & Responsibilities · National Standards for Disability Services  
Aged Care Standards & Quality & Safety Commission · NDIS Standards · Privacy Commission [www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

