

# DVA Community Nursing Client Charter

The Community Nursing Client Charter sets out the rights and responsibilities of clients who receive Department of Veterans' Affairs (DVA) funded community nursing services in their home.

## Your rights

As a DVA client receiving community nursing services, you have the right to:

- Be treated with courtesy, dignity and respect
- Have your culture, identity, beliefs, choices and experiences valued and respected
- Choose your provider from the list of available DVA-contracted Community Nursing providers
- Receive information in a way you understand and be involved in discussions and decisions about your health and care needs
- Make choices about the type of nursing care you receive and agree to your nursing care plan
- Have the option of a representative of your choice being involved in discussions about your care, including participating in formal and informal decisions relating to your nursing care as required
- Be able to access your nursing care documentation, including having a copy of your nursing care plan
- Receive safe and high quality nursing services to meet your clinically assessed needs in a timely and efficient manner
- Have your Community Nursing provider deliver services within DVA's requirements and expectations, and in line with Australian health care standards
- Receive care from workers with the right training, qualifications, skills and experience
- Feel safe and comfortable when workers visit you
- Have your personal privacy and confidentiality protected
- Have your concerns or complaints handled fairly and promptly without it affecting the way you are treated or the care you receive now or in the future
- Receive a timely and clear response to any feedback or complaint
- Access other DVA and non-DVA funded services that you are eligible to receive without it impacting your community nursing services (if there is no duplication of services).

## Your responsibilities

As a DVA client receiving community nursing services, your responsibilities are to:

- Treat workers providing care to you with courtesy and respect
- Provide a safe working environment in your home for workers to deliver your services
- Provide enough personal information to enable workers to deliver services to meet your assessed care needs
- Let your Community Nursing provider know immediately if there are any changes to your health or care needs, or if you have any concerns about your health or the services you are receiving
- Understand, agree to and sign your care plan, or where required have a representative sign on your behalf
- Communicate in advance with your Community Nursing provider if you wish to make any changes to existing arrangements (such as changing the day or time of scheduled visits)
- Cancel any planned visit from your Community Nursing provider with as much notice as possible
- Participate in the regular review process to ensure your ongoing community nursing services continue to meet your needs
- Understand that your Community Nursing provider can only deliver DVA-funded community nursing services that have been assessed as clinically required. DVA does not have oversight of any private care arrangements or care delivered through other services, such as the Home Care Packages Program
- Let your Community Nursing provider know in advance if you are changing to a new provider and specify a date from when you will no longer require their services.

## Your rights beyond the DVA Community Nursing Client Charter

The Australian Charter of Healthcare Rights lists rights and responsibilities for everyone receiving health care in Australia. You can find more information about rights and responsibilities on the [Australian Commission on Safety and Quality in Health Care website](#) or by calling (02) 9126 3600.

The [DVA Service Charter](#) outlines what clients can expect when interacting with DVA.

# Providing Feedback

## Working with your provider

If you have feedback about your Community Nursing provider or the services you are receiving, always talk to your provider first. This includes if you have any concerns about the care you are receiving or if you want to make a complaint. Your Community Nursing provider will have a feedback / complaints policy. If you do not have a copy of this policy, you can ask your provider for a copy.

## Submitting feedback to DVA

If you are not satisfied with the outcome when speaking to your provider, you can talk to DVA:

- call 1800 VETERAN (1800 838 372)
- send feedback on the DVA website by going to [www.dva.gov.au/feedback](http://www.dva.gov.au/feedback)
- send a letter to:  
Manager, Feedback Management Team  
GPO Box 9998  
Brisbane QLD 4001

If you are submitting a complaint, to help DVA properly investigate it is important you provide us with as much information as possible, including:

- your full name and contact details
- your DVA file number
- the name of your Community Nursing provider
- the reasons you are dissatisfied with the service you are receiving, and/or with the provider's response
- details of when events occurred, when you complained to your provider and who dealt with it
- the action/s or outcome you are seeking.

The complaints management process, and further information on how DVA manages feedback, can be found in the [DVA Feedback Policy](#).

## Complaints from a third party on your behalf

DVA can accept complaints from a third party on your behalf (such as a family member or your carer). However, DVA cannot disclose any personal information without your consent. A formal written Nominated Representative arrangement must be in place to enable release of information to a third party, otherwise the outcomes of a complaint review will be provided directly to you.

The form to nominate a representative can be found on the [DVA website](#).

## Other ways to provide feedback and seek support

Your state or territory has a health care complaints body you can speak to. These independent bodies are responsible for managing complaints about health services and providers.

<b>ACT</b>	ACT Human Rights Commission <a href="http://hrc.act.gov.au">hrc.act.gov.au</a>	02 6205 2222
<b>NSW</b>	Health Care Complaints Commission <a href="http://hccc.nsw.gov.au">hccc.nsw.gov.au</a>	1800 043 159
<b>NT</b>	Health and Community Services Complaints Commission <a href="http://hcscn.nt.gov.au">hcscn.nt.gov.au</a>	1800 004 474
<b>QLD</b>	Office of the Health Ombudsman <a href="http://oho.qld.gov.au">oho.qld.gov.au</a>	133 646
<b>SA</b>	Health and Community Services Complaints Commissioner <a href="http://hcscn.sa.gov.au">hcscn.sa.gov.au</a>	1800 232 007
<b>TAS</b>	Health Complaints Commissioner <a href="http://healthcomplaints.tas.gov.au">healthcomplaints.tas.gov.au</a>	1800 001 170
<b>VIC</b>	Health Complaints Commissioner <a href="http://hcc.vic.gov.au">hcc.vic.gov.au</a>	1300 582 113
<b>WA</b>	Health and Disability Services Complaints Office <a href="http://hadsco.wa.gov.au">hadsco.wa.gov.au</a>	1800 813 583

## Support available for older clients

The Aged Care Advocacy Line can be reached at 1800 700 600 or by visiting [opan.org.au](http://opan.org.au) for free, independent and confidential support to older people receiving government-funded aged care.

If you feel unsafe when accessing aged care, you can get free support from lawyers, social workers and other specialists. Visit the [Attorney-General's website](#) for more information on protection against elder abuse.

## Contacting DVA

Phone: 1800 VETERAN (1800 838 372)

Email: [GeneralEnquiries@dva.gov.au](mailto:GeneralEnquiries@dva.gov.au)

Website: [www.dva.gov.au](http://www.dva.gov.au)

Postal address: GPO Box 9998

Brisbane QLD 4001



**Australian Government**  
**Department of Veterans' Affairs**