

Consumer Commitment

Quality Assurance

At Cittamani Hospice Service, we are dedicated to providing high-quality care that is gentle, respectful, and centred around each person's unique needs and wishes. We believe every individual deserves comfort, dignity, and choice at all stages of life. Our team is committed to listening with compassion, communicating openly, and supporting families with understanding and kindness. We continually seek to learn and improve, ensuring that our care reflects the values of trust, respect, and genuine connection.

Infection Prevention and Control

Cittamani Hospice is committed to maintaining a safe and healthy workplace by implementing effective infection prevention and control (IPC) measures. All individuals engaged with Cittamani are expected to conduct themselves in a manner which reduces the risk of infection transmission within the workplace and community. Conduct must comply with current recommendations and regulations pertaining to:

- Hand hygiene.
- Cough etiquette.
- Respiratory hygiene.
- Physical distancing (where necessary).

Cittamani Hospice staff encounter multiple clients, carers, and families on a regular basis. To ensure the safety of all involved in the provision of care, the organisation expects staff, clients, carers, and families to disclose any risk of infection or exposure as soon as practicable – disclosure will support the organisation to implement effective prevention and control measures to ensure the continued safe provision of services.

Privacy Protection

In order to provide effective and safe services, Cittamani Hospice may collect, access, and retain private and confidential information. The organisation ensures that information is handled in a manner which is compliant with Australian Privacy Principles. The organisation will maintain compliance with the following principles:

- To collect information necessary to provide high-quality, safe, and comprehensive services.
- Collect information in a manner which is lawful, fair, and with the necessary consent.
- Only share information with third parties where the necessary consent has been obtained, the sharing of information supports the provision of high-quality services, as required by our funding bodies and other regulators, and where required by law.
- Take reasonable steps to ensure the protection and security of private and confidential information from loss, misuse, and unauthorised access
- Disclose any breaches of privacy and confidentiality in line with statutory requirements.
- Dispose of information in accordance with internal policy and external requirements.

Rights and Responsibilities

Cittamani seeks to offer continuity of support and care during your involvement with our service. The staff and volunteers of Cittamani seek to work in partnership with clients and their carers to ensure that they receive the best quality care available. This includes providing assistance to make individual choices about the care and support needed.

- All clients must be provided a copy of the organisation's Consumer Commitment document and the Australian Charter of Healthcare Rights as part of the admission process.
- All clients and their primary carer must sign a copy of the relevant Cittamani Hospice consent forms as part of the admission process, signifying that they were made aware of their rights and responsibilities.

YOUR RIGHTS

You have the right to information, advice, and choice.

- * We encourage you to participate in planning and making decisions about your care. We invite you to ask questions of our staff, and we will always attempt to answer them in an honest and sensitive way.
- * We will readily explain the philosophy of Cittamani Hospice Service, the services we offer, and how you may access our care.
- * We will provide information and support to help manage any issues or concerns that may arise. This includes pain and symptoms as well as emotional, spiritual and financial concerns.
- * Your individuality is respected, and we are committed to supporting your choices.
- * Where necessary we will assist you to access an accredited interpreter.
- * We will always endeavour to provide care that is consistent with your beliefs and values.

YOUR RESPONSIBILITIES

- * Let a staff member know of any change in your condition or treatment regime.
- * Tell us if you do not understand any aspects of your condition or care.
- * Notify the Cittamani office if you will not be available for a pre-arranged visit.
- * Consider the safety and well-being of staff members and volunteers whilst in your home. This includes respecting our 'no-lift' policy which is essential to reduce the risk of injury to our staff and volunteers.
- * The nurses may contact you via their mobile phone, but please ONLY use the office phone or pager service to contact us. Do not contact individual staff members via their mobile phone.
- * You are responsible for your medications as they are prescribed to you by your healthcare provider. You are responsible for obtaining, using and ensuring your medications are stored safely.
- * Return any out of date (expired) and/or unused medications to a pharmacy for safe disposal.
- * A Cittamani nurse may ask you to keep a medication diary and will explain how to do this. If required, it is your responsibility to record medications in this diary as this information will assist your healthcare provider/s to assess medication effectiveness.

LET US KNOW

We are committed to providing the best service that we can. Please let us know if you believe we have fallen short of our standards or could improve our service in any way. Cittamani has procedures for addressing complaints. Information about our complaints process is available on our website or on request.

Feedback and Complaints

Cittamani Hospice values all feedback as an opportunity to learn, improve, and strengthen the care we provide. We welcome compliments, suggestions, and complaints, and we treat all feedback with respect, understanding, and confidentiality. Clients, carers, families, stakeholders, and community members are encouraged to share their experiences openly, knowing that their voices help us to enhance our services and ensure compassionate, high-quality care for everyone.

Feedback may be provided via:

- The contact form on our website.
- Post to our PO Box at: *PO Box 324, Palmwoods, QLD, 4555*
- By contacting our office by phone – 07 5445 0822, or email – info@cittamanihospice.com.au

Our staff will manage your feedback in accordance with our Feedback and Complaint Management policy.

Safeguarding

Our goal is to keep everyone safe by being committed to creating an environment where everyone is treated with dignity and respect, and where concerns are always taken seriously.

Safeguarding refers to the protection of wellbeing, safety, and human rights of all individuals. Concerns relating to the breach of our safeguarding commitment may relate to abuse, neglect, exploitation, discrimination, and will be investigated promptly, fairly, and in line with legislation and other external accountabilities.

By fostering a culture of care, accountability, and openness, our team aims to ensure that all who connect with Cittamani Hospice feel safe, supported, and valued.

Reporting a Concern

Please use the form available on Cittamani's website to advise us of any concerns you may have that may be considered a breach of our Safeguarding Commitment. If submitted online, the form will be received by our Executive Director. If you wish to submit the form directly to another staff member or our Board, please post a copy with the intended recipient's name to: *PO Box 324, Palmwoods, QLD, 4555*