

**STANDARD**  
**01**

## Consumer Dignity and Choice

Residents are treated with dignity and respect and can maintain their identity. They can make informed choices about their care and services and live the life they choose.

Standard 1 is a foundation standard that reflects seven important concepts: **dignity and respect; identity, culture and diversity; cultural safety; choice; dignity of risk; information; and, personal privacy.**

These concepts recognise the importance of a consumer's sense of self. They also highlight the importance of the consumer being able to act independently, make their own choices and take part in their community. These are all important in fostering social inclusion, health and well-being.

### ARE YOU...?



- Supporting the residents at your home with the same respect you would want for yourself or a member of your family?
- Treating each resident as an individual by offering personalised and responsive care?
- Enabling your residents to maintain the maximum possible level of independence, choice, and control?
- Taking care with communication and notes, using language that is assisting and supporting discussion rather than attending and informing?

### TOOLBOX TALKS



- What is dignity and respect in relation to consumer-centred care and how do we operationalise and demonstrate this at our home?
- How do we support culture and diversity, e.g., LGBTI, CALD and Aboriginal and Torres Strait Islander residents?
- How to communicate and demonstrate that our residents have culturally appropriate choices.
- How can we help residents to take safe risks that improve their quality of life?
- How do we connect and get to know our resident's story?



## HINTS & TIPS...



- Choice can be difficult if you are confused, unwell, or unsure, so remember to be patient with residents who fit into these groups.
- Respecting a person's choices, way of life, cultural practices, and so on, even if you don't agree, is an important aspect of dignity and a huge step towards quality of life.
- Understand and be aware of all cultural, identity and diversity sensitivities at your home. This is especially important if your home seems to have a homogenous population as diverse needs can be subtle in this situation.
- Make sure inclusion is encouraged at your home and that specific needs of residents are known and made available to appropriate staff.

## QUESTIONS YOU CAN ASK RESIDENTS AND FAMILIES



- Are staff respectful when they talk to you/your family member?
- Do you feel heard?
- Do staff respect your/your family members' choices?
- Do you feel that you/your family member is treated as an individual?
- Do you know, or are you aware of the services available to you in the Home and outside the Home?
- Do you feel culturally safe and respected?
- How does the Home support you to express your needs and wants?
- Do you feel included in the daily life of the Home?



## DID YOU KNOW...

- CareLynx offer a 2-3 day Accreditation Readiness Review of services, so you can have peace-of-mind knowing you are on track for compliance under the new Standards.
- For those wanting to move into or evolve in the DIGITAL world, CareLynx offer a unique Care and Clinical Monitoring and Management program that embraces consumer engagement and partnering in all aspects of their daily life.



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