

Client Rights Policy

Policy Statement

This policy outlines the rights of clients accessing support from our services. We are committed to providing high-quality, person-centred support that respects and upholds all clients' dignity, rights, and independence.

Striving Ability Support Pty Ltd supports and embraces the principles and objectives of the Disability Services Act 1986, the Disability Service Act 2006 (Victoria) and other relevant legislation recognising the rights of all clients.

Purpose

This policy aims to ensure that clients are informed about their rights and that all staff members consistently respect and uphold these rights. It is based on the principles of the National Disability Insurance Scheme (NDIS) and relevant legislation.

Scope

This policy applies to all Striving Ability Support clients, their families, carers, advocates, employees, contractors, and volunteers.

Responsibilities

Management: Ensure all staff know and adhere to this policy. Provide training and resources to support the implementation of this policy.

Staff: Respect and uphold clients' rights in all interactions. Report any breaches of client rights to management.

Clients: Provide feedback on the services they receive and communicate any concerns or complaints.

Client Rights

Clients accessing support from our service have the following rights:

1. Respect and Dignity
 - a. To be treated with respect and dignity at all times.
 - b. To have their cultural, linguistic, and religious backgrounds respected.
2. Privacy and Confidentiality
 - a. To keep their personal information private and confidential by the Privacy Act 1988 and other relevant legislation.
 - b. To access their records upon request.
3. Informed Choice and Control
 - a. To be fully informed about the services and supports available.
 - b. To make informed choices and control the supports and services they receive.
 - c. To have access to information in a format that is accessible and understandable to them.
4. Participation and Inclusion
 - a. To participate in the development and review of their support plans.
 - b. To be included and involved in community life.
5. Safety and Wellbeing
 - a. To receive services and support in a safe and supportive environment.
 - b. To be free from abuse, neglect, exploitation, and discrimination.
6. Quality Services
 - a. To receive high-quality, evidence-based services from qualified and trained staff.
 - b. To have their support needs met in a timely and effective manner.
7. Feedback and Complaints
 - a. To provide feedback about the services they receive without fear of retribution.
 - b. To have their complaints addressed promptly and fairly, using Striving Ability Support's complaints management policy.
8. Advocacy and Representation
 - a. To have access to independent advocacy services.
 - b. To be supported in exercising their legal and human rights.

Review

This policy will be reviewed annually or as required to ensure it remains relevant and effective in protecting clients' rights.

Approval

This policy has been approved by the management of Striving Ability Support Pty Ltd and is effective as of 19 August 2024.

Striving Ability Support Pty Ltd
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