

# CLIENT RIGHTS

Allowah is committed to developing an organisational culture that supports the legal and human rights of clients and their families and ensures they are able to exercise those rights as outlined in relevant legislation.

Allowah understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, violence, neglect or exploitation.

The following are the rights clients should expect to have upheld when accessing disability support services at Allowah, acknowledging that sometimes the client will be a child or a child with a disability that precludes them from exercising their rights in which case their parent/carer can expect to have the following upheld on behalf of their child. Clients are provided with a list of their rights at the Initial Assessment meeting and the rights are available on the website.

## Information

Clients will be provided with information and support to understand and access their legal and human rights. This is done through the provision of a Clients Rights document and inclusion of rights within documents such as the Service Charter, Incidents brochure, complaints brochure and on the website.

## Person Centred Supports

Clients will be provided services under a Child and Family Centred approach to ensure the needs and goals of the child and family are incorporated into our decision making, planning and all areas of service provision. Allowah aims to provide information in easy to understand language and when possible to provide information translated into Arabic and Chinese languages. In addition, Allowah will organise an interpreter if requested when meeting with families.

## Choice, Decision Making and Inclusion

Rights with regard to choice, decision making and inclusion are enacted at Allowah through a variety of policies, such as the Advocacy Policy, Community Access and Participation Policy etc. and through normal management practices such as the Initial Assessment meeting where goals and services are planned.

Clients receive a service that maximises their choices for social participation and cultural inclusion.

Clients have the right to make decisions and when that's not possible, the right to assisted or substitute decision making in line with their wishes and/or best wishes.

Clients receive encouragement and support to access advocacy services.

Clients have the right to give consent for medical treatments and interventions.

Clients have the right to participate in the development and review of policies and processes that promote equality and upholding human rights.

Clients will have their rights and choices acknowledged in relation to nutritional and behaviour management practices.

Clients will receive support to make decisions about how they connect with their chosen community.

Clients will receive support to find opportunities for active and meaningful community participation.

Clients will receive information about supports and services in the local community to enable them to achieve goals and minimise barriers to participation.

Clients have the right to be at the centre of decision making and to have, as much as possible, responsibility for decisions which affect them.

Clients will receive support to determine the involvement of family, carers and advocates in planning and decision making processes.

Clients will receive a service that respects the views of family and carers with the person with the disability having the final say in decision making wherever they are able.

Clients will receive a service with innovative and flexible response to support for decision making.

Clients will receive support and assistance to enable the person, their family, carer or advocate to make a decision before a substitute decision maker is engaged.

Clients can expect collaboration to develop a plan which builds on their strengths and goals.

Clients will receive support to develop, review and adjust a plan as circumstances or goals change.

Clients will receive recognition of the importance of risk taking and support to assess benefits and risks of available options.

## **Individual Values and Beliefs**

Clients have the right to access support that respects their culture, diversity, values and beliefs. Services provided will be culturally responsive and respectful of a client's beliefs. Each participant's right to practice their culture, values and beliefs while accessing supports is supported.

Client intake and assessment focuses on engaging with the child and their family and gathering required information from and about the child and family. This includes culture, values and beliefs.

Allowah's environment treats and respects people equally regardless of: gender, age, socio-economic status, race, language, beliefs, additional needs and family structure or lifestyle.

## **General rights**

Allowah upholds clients' general rights through a variety of policies and practices including but not limited to the Recruitment and Selection Policy, Child Protection Policy, Code of Conduct, Coaching & Review Policy and the Child and Family Centred Care Framework.

Clients will receive a service in an environment free from discrimination, abuse, neglect and exploitation.

Clients will receive a service that encourages self-protective strategies and behaviours.

Children with disability are acknowledged to have the same rights and freedoms as all other children.

Clients should engage with employees who model respectful and inclusive behaviour when delivering services.

## **Privacy and dignity**

Clients have the right to access supports that respect their dignity and right to privacy. Allowah's processes for maintaining client privacy and dignity are outlined in our Privacy Policy and in the Clinical Procedures and guidelines we follow. Clients / families are informed of Allowah's privacy policies at intake and consent documents for collection and use of information are signed at this time.

## **Independence and informed choice**

Clients will be supported by Allowah to make informed choices, exercise control and maximise their independence relating to the supports they access at Allowah.

Allowah will facilitate decision making and choice by providing timely information in easy to understand language and using a variety of communication methods according to the needs of our clients / families.

Allowah will recognise and support the client's right to the dignity of risk in decision making and will provide information to support informed choices about the benefits and risks of options under consideration.

Allowah will respect the autonomy of clients / families, including their right to intimacy and sexual expression.

Allowah will respect that clients have the right to take sufficient time to consider and review their options and seek advice if required and will allow clients / families time to do this at all stages of service provision.

Allowah acknowledges a client's / family's right to access an advocate of their choosing and will work with clients and their advocates during discussions and meetings.

## **Violence, Abuse, Neglect, Exploitation and Discrimination**

Allowah will uphold client's rights to access supports free from violence, abuse, neglect, exploitation or discrimination.

Allowah has a no tolerance policy for acts of violence, abuse, neglect, exploitation and discrimination and has policies and procedures in place to deal with instances of these should they occur.

Should an allegation of violence, abuse, neglect, exploitation or discrimination be made, Allowah will inform clients / families of their right to use an advocate while dealing with such an allegation.

Allowah has policies and procedures in place to ensure any allegations and incidents of violence, abuse, neglect, exploitation or discrimination are acted upon and action is taken to prevent similar incidents occurring again. Details are included in the Incident Management Procedures and will comply with the NDIS (Incident Management and Reportable Incidents) Rules 2018.

## **Feedback and Complaints**

Allowah has an extensive Complaints Management Framework that forms part of the overall management of the facility. In addition Allowah has a Complaints Management Policy and a Client Feedback Policy which set out the procedures for handling complaints and feedback at Allowah and ensure complaints and feedback are welcomed, acknowledged, respected and well managed. The complaints management system will comply with the NDIS (Complaints Management and Resolution) Rules 2018.

Allowah's Complaints and Feedback policies are communicated to clients in a variety of forms through brochures, verbally and through the website.

Allowah undertakes staff training to ensure staff are aware of the policies and procedures to be followed when feedback or a complaint is received.

Clients have the right to access appropriate reporting processes including notification of external authorities for incidents of alleged or known violence, discrimination, abuse, neglect or exploitation.

Clients have the right to appropriate support when raising allegations of violence, discrimination, abuse, neglect or exploitation.

Clients will be informed of their right to complain and support to resolve issues.

Clients have the right to a safe environment in which to make a complaint.

Clients can expect no negative consequences for making a complaint.

Clients will receive support for participate in the complaint handling process.

Clients have the right to have complaints handled in a manner that protects privacy and respects confidentiality.

Clients can expect fair and timely resolution of complaints.

Clients will be kept informed during the complaint process.

Clients will be informed of the right to complain to an external body.

Clients will have access to meaningful information about the complaints policy and process.

## **CONTACT DETAILS**

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