

## 2.01 Client Rights and Responsibilities Policy and Procedure

Policy Code	CSP002.01
Person Responsible	Director
Status (Draft/Released)	Released
Date Last Updated	30.06.23

### 1.0 PURPOSE AND SCOPE

The purpose of this policy and procedure is to confirm Peninsula Plus's commitment to clients' rights. This policy and procedure applies to Directors, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

### 2.0 POLICY

Peninsula Plus respects and fully commits to upholding the rights of all people, including those with disabilities.

Peninsula Plus is committed to ensuring its clients are made aware of their rights and responsibilities and supported to exercise them.

Peninsula Plus acknowledges that people with disability have the same human rights as other members of the community and that the community has a responsibility to facilitate the exercise of those rights.

### 3.0 PROCEDURE

#### ***Statement of Rights***

Clients have the right to:

- fair treatment – regardless of gender, religion, disability, cultural and linguistic background or age.
- honesty, respect, dignity and a regard for privacy and individuality.
- information and support to access services in the community.
- to be an active partner in the services provided.
- make informed decisions and choices about the services they receive.
- a safe, secure and comfortable environment whilst using the service.
- quality services, appropriate to their needs and age.
- support that takes into account lifestyle and cultural differences

- pursue a grievance about the service and to have that grievance resolved in a timely and appropriate manner.
- have a support person/advocate/ally of their choice to represent them in matters relating to their support.
- Use their own money and property as they determine and have their choices respected by others

### ***Statement of Responsibilities***

Clients have a responsibility to:

- respect other people's rights to a safe, secure and comfortable environment.
- treat other clients, staff and volunteers with fairness, honesty and respect.
- respect other people's rights to privacy and confidentiality.
- follow the programs' policies and procedures as they relate to clients and access to support.
- Maximise disclosure of information required for goal setting and effective therapy.
- Partner with Allied Health therapists for best outcomes.

### ***If you feel your rights are violated***

You can:

- Speak directly to a staff member, or send them an email:
  - Phone: (03) 5975 1500
  - Email: [admin@peninsulaspeech.com.au](mailto:admin@peninsulaspeech.com.au)
  - Complain to the NDIS Commission:
    - by phone on 1800 035 544
- Complain to the Victorian DHHS:
  - by email to [complaints.reception@dhhs.vic.gov.au](mailto:complaints.reception@dhhs.vic.gov.au)
  - by phone on 1300 884 706 (cost of a local call)
  - by post to
    - Complaints and Privacy Unit
    - GPO Box 4057
    - Melbourne, Victoria 3000
- Complain to the Disability Services Commissioner:
  - online at <http://www.odsc.vic.gov.au>
  - by phone on 1800 677 342 (free call)
  - TTY service for people with hearing or speech difficulties: 1300 726 563