

9.11	CLIENT RIGHTS
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Applies to: Clients
Specific responsibility:

Version: 1
Date approved: 5.8.14
Next review date: Aug 21

Policy context: This policy relates to	
Standards or other external requirements	
Legislation or other requirements	
Contractual obligations	

POLICY STATEMENT

HECIS is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- Age Discrimination Act 2004
- Australian Human Rights Commission Act 1986
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

HECIS 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, neglect or exploitation.

HECIS will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, clients rights, the service standards clients can expect and opportunities to provide feedback or make a complaint.
- ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- support clients to exercise choice and participate in service delivery and direction
- involve clients in the development of policies and procedures that impact on their service.

HECIS Summary Information Booklet outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

The HECIS Summary Information Booklet is given to all client families upon referral to the service.

DOCUMENTATION

Documents related to this policy	
Related policies	
Forms, record keeping or other organisational documents	HECIS Summary Information Booklet

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Annually	HECIS Co-Ordinator	Management Committee

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	19.8.15	HECIS Co-Ordinator	Aug 2016
2	4.8.16	HECIS CoOrdinator	Aug 2017
3	15.8.17	HECIS CoOrdinator	Aug 2018
4	6.9.18	HECIS CoOrdinator	Aug 2019
5	17.9.19	HECIS CoOrdinator	Aug 2020
6	15.9.20	HECIS CoOrdinator	Aug 2021

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