

POLICY STATEMENT

Title:	CLIENT RIGHTS AND RESPONSIBILITIES
Policy No.:	UPCS 0006
Date of approval:	23 January 2008
Date of operation:	30 January 2008
Date to be reviewed:	30 January 2009
DSQ Service Standards:	3.1, 3.2, 3.3, 5.1, 6.1, 7.1 and 7.2

Policy Principle

In accordance with the Disability Act 2006, Ant-Discrimination Act 2001 (Qld) and the Freedom of Information Act & Regulation 1992, people with a disability have the same human rights as other members of society should be empowered to exercise their rights. This policy ensures that all clients have the right to:

- non-discriminatory, quality and respectful health care,
- confidentiality, privacy and anonymity,
- to have an advocate of their own choosing,
- to refuse treatment or assessment,
- to refuse to be involved in research,
- to request to have their service provider changed,
- to live life free from abuse, neglect and exploitation,
- to feel free to pursue grievances about services without fear of retribution,
- to actively take part of decision making process directly affecting their life, and
- to have access to their personal records.

Clients' Rights Policy

Client Rights

- non-discriminatory, quality and respectful health care,
- confidentiality, privacy and anonymity,
- to have an advocate of their own choosing,
- to refuse treatment or assessment,
- to refuse to be involved in research,
- to request to have their service provider changed,
- to live life free from abuse, neglect and exploitation,
- to feel free to pursue grievances about services without fear of retribution,
- to actively take part of decision making process directly affecting their life, and
- to have access to their personal records.
- you have the right to be treated with dignity and respect.
- you have the right to be informed about what services are available.
- you have a right to choose what service you will receive.
- you have the right to be assessed to receive services without discrimination.
- you have the right to privacy, dignity and confidentiality.
- you have the right to express your own views and ideas.

- you have the right to have someone with you when seen by a health professional.
- you have the right to have someone to speak on your behalf.
- you have the right to have access to your health records upon written request by you or your nominated representative. Information will be supplied to you within three working days from receipt of request.

Client Responsibilities

- to respect UPCS staff and other clients,
- to provide a safe and clean working environment for staff,
- all medication must be supplied in Webster packs,
- all communications in regards to rostering must be made through the administration office 9am – 4pm,
- to advise a UPCS coordinator of any changes within their environment, medical condition, physical condition and or mechanical aids,
- must provide correct safety equipment eg; gloves and protective aids, and
- to respect the conditions on the agreed service plan between you and UPCS staff.

This information is left with you for your future reference. Should you wish to discuss any aspect of your rights and responsibilities, please do not hesitate to contact UPCS on 07 5578 9678.

Process

At assessment stage clients will be informed about their rights through:

- receipt of UPCS Clients' Rights Policy.
- verbally made aware of "Your Rights and Responsibilities".
- receipt of an appropriate information sheet about the services available by UPCS.
- verbal explanation by the service provider conducting the initial assessment.
- UPCS takes into account the special requirements of individual clients to ensure clients and their carers fully understand their rights.
- agency staff are provided with specific training on Client's Rights and Responsibilities as part of the orientation process.
- client complaints will be processed according to UPCS' Complaints Policy. and
- clients and Carer's privacy and confidentiality reinforced on an ongoing basis verbally, in correspondence sent, and in literature promoting the services offered by UPCS.

Procedure

Special requirements of individuals are taken into account through the following actions:

- linguistic – interpreters or interpreter services
- cultural – acceptance of individual's way of life, moral or religious beliefs and values, and the use of appropriately trained assessors
- physical – barriers that may affect individuals (ie sight, hearing, literacy etc)
- intellectual – appropriate language, utilisation of clarifying practices and identification of back up processes.
- specific training on working with special needs of individuals offered to staff as part of professional development.
- staff have opportunity to identify gaps in skills as they arise as part of professional development.
- staff encouraged to attend interagency meetings as a means of linking with other service providers to inform client of service options.

Decision Making and Choices

People with a disability have the same human rights as other members of society, and they have the right when using disability services to receive services in a way that results in a minimum restriction of their rights and to participate in the decisions which affect their lives, UPCS staff members are to adhere to the following:

- UPCS is committed to empowering all clients to participate as fully as possible in decision-making for choices of activities and events in their daily life. Service users will be provided with information and support to access to an independent support person or advocate involved in assisting them to make decisions, choices which affect their lives.
- UPCS will support the service user to access any information to enable them to participate in decisions affecting their lives, we will respond to the changing needs, aspirations and choices of service users and we will communicate in appropriate formats to facilitate their informed decision-making and choice.
- UPCS will ensure that reasonable care is taken to avoid risks, without unduly limiting the ability of the service user to take responsibility for their own decisions and choices, if having to limit a service users ability to act on an individual decision or choice the least restrictive alternative is adopted whenever practicable.
- UPCS will provide appropriate and flexible opportunities for each individual to participate in decision making at all levels including individual choices in service user pre-employment and employment planning, service delivery planning and corporate and business planning. (UPCS refers clients to other service providers or community based employment specialists)
- UPCS will act upon the outcomes of the service users input into decision- making.
- Ongoing training will be given to employees in responding to the needs of clients and assisting them to make informed choices in the least restrictive way as possible.

- Employees are to offer the client different choices incorporating duty of care they are to empower clients in their own decision making where possible, and to treat the clients with dignity and respect.
- Where the client has the capacity for decision making, all options and risks involved must be discussed with them, all the risks and outcomes are to be clearly explained and all relevant stakeholders are involved in the decision making process.
- If the decision doesn't place anyone at risk then clients and staff are to comply with the decisions.