

Rights to Service Users Policy

Purpose

The organisation has an organisational culture that supports the ability of people who use our service to exercise these rights in accordance with relevant legislation and international conventions.

The organisation policies, procedures and practices recognise and support the rights of services users consistent with legislation and the international conventions

Policy

The organisation understands and supports the principles of fairness and human rights in all aspects of service delivery, including the rights of people who use the organisation services to:

- independence, to determine life choices, and make decisions
- dignity, security, and physical and emotional safety
- be treated with care and respect
- privacy and confidentiality within legislative limits
- full and accurate information about the service they are receiving, within legislative limits
- be heard through consultation, feedback, complaints and reports of breaches of their rights.
- respect for cultural, linguistic, sexual, and religious diversity
- accessible environments and services
- freedom from neglect, abuse and exploitation

The organisation document these rights and responsibilities and make them available to people who use programs and services, their families and support networks in a way that is accessible and appropriate to their needs.

Last reviewed	June 2017
Review date	June 2019
Ratified by	Board
Person responsible	Chief Executive Officer
Version	1.1

Policy context: This policy relates to

Legislation

Age Discrimination Act 2004
Australian Human Rights Commission Act 1986
Disability Discrimination Act 1992
Racial Discrimination Act 1975
Sex Discrimination Act 1984
NSW Disability Inclusion Act 2014

Documentation

Documents related to this policy

Related Policies &
Procedures:

Values, Vision and Mission
Program and Project Planning
Privacy
Duty of Care
Child Protection
Complaints
Service Delivery
Monitoring Organisational Performance

Related Forms and Guidelines

Jackson, A. L., & Waters, S. E. (2015).
Taking Time – Framework: A trauma-
informed framework for supporting
people with intellectual disability.
Melbourne, Australia: Berry Street