

Client Rights and Responsibilities Policy & Procedure

Introduction

The purpose of this policy and procedure is to confirm Strong Minds Psychology's commitment to clients' rights.

This policy and procedure applies to the Directors, staff, students, volunteers, contractors, visitors, suppliers, agents, and customers of Strong Minds Psychology when on our premises, or providing service off site for Strong Minds Psychology.

Policy

At Strong Minds Psychology it is recognised that all persons living with a disability / delay or experiencing mental health issues have the same human and legal rights as all people. This includes children, young people, and adults.

At Strong Minds Psychology we have a person-centred approach and are committed to human rights, equality, inclusion, personal choice, dignity, fairness, participation, and independence.

- Strong Minds Psychology respects and fully commits to upholding the rights of all people, including those with disabilities.
- Strong Minds Psychology is committed to ensuring its clients are made aware of their rights and responsibilities and supported to exercise them.
- Strong Minds Psychology 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.

Strong Minds Psychology acts in accordance with the following:

- The United Nations Convention on the Rights of Persons with Disabilities which recognises that people with disabilities have the right to access the same opportunities as all citizens with full and effective inclusion in society.
- UN Convention on the Rights of the Child 2006 which recognises that all children have the same rights and freedoms regardless of race, background, faith, or disability.
- Disability Discrimination Act 1992 (Cth) which makes disability discrimination unlawful and aims to promote equal rights, opportunity, and access for people with disabilities.

- Disability Act 2006 which sets out principles for people with a disability and for disability service providers. Disability service providers include the Department of Families, Fairness and Housing and organisations that are registered under the Act to provide disability services.

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.

Procedure - 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.

Procedure - If you feel your rights are violated

You can:

- Speak directly to a staff member, or send them an email:
- Phone: 03 5967 1438
- Email: smpteam@strongminds.net.au
- If it is not resolved with the staff member directly, contact the Strong Minds Psychology Complaints Team
- feedback@strongminds.net.au
- Complain to the NDIS Quality & Safeguards Commission:
- by phone on 1800 035 544 or TTY 133 677
- by using a complaint contact form on the website - <https://www.ndiscommission.gov.au/>

- <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>