

CLIENT RIGHTS and SERVICE CHARTER

Policy statement

People with a disability are guaranteed fundamental human rights which are the equal of rights enjoyed by all citizens.

Orange Health 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

Clients that understand their rights, and are confident to exercise these rights, will be empowered to make choices and decisions, establish client-centered goals and request support services that optimise their health and wellbeing.

By enabling clients to understand their responsibilities, Orange Health will be in the best position to provide a thorough and continuous service to the client and maintain a high level of safety for staff involved in the service.

Orange Health 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.

Orange Health is committed to a policy of non-discrimination by fostering work or service environments that are free from any form of discrimination, harassment and vilification to ensure that clients are able to participate fully. Orange Health will ensure that allegations of discrimination, harassment or vilification will be dealt with in a prompt and confidential manner.

Orange Health will provide easily understood and accessible information to all clients at service commencement about:

- what the organisation does
- how clients can contact the organisation
- the service standards clients can expect
- opportunities to provide feedback or make a complaint

Orange Health clients are entitled to:

- participate in decisions about their lives
- receive sufficient information about the service and its terms of use
- privacy and confidentiality

- access information that the service has about them
- be treated with dignity and respect
- be free from physical, sexual, emotional and verbal abuse
- information on how to lodge a complaint if they are unhappy with any aspect of the service
- have complaints dealt with fairly and promptly
- be free from discrimination
- appeal decisions made about them and to have their appeal dealt with fairly
- a safe and healthy environment within the service and their facilities
- understand information to make informed life choices

Clients will be supported by Orange Health to exercise choice and control over their lifestyle. Clients will be informed on their rights, in a manner which is understandable:

- at the beginning/before services are delivered
- on an ongoing basis
- when their rights change

Orange Health Responsibilities

The Director, CEO and Managers are responsible for guiding the organisational culture and implementing policies that support the legal and human rights of clients.

Managers are responsible for continually ensuring that staff are actively engaging in maintaining people's rights through adherence to the relevant policies and procedures.

They are responsible for ensuring that people's rights are being upheld and protected. They will do this by providing education and discussion in team environments. They will assist and guide staff to advocate for the people they support.

Client Rights and Responsibilities

As an Orange Health client you have the right to:

- Be treated in a professional, courteous, and caring manner that respects and appreciates differences related to race, ethnicity, national origin, gender, sexual orientation, religion, personal values, age, disability, and economic status
- Live an independent, active, and fully productive life, regardless of the severity of disability, whether physical, mental, sensory or hidden, or whatever combination of these.
- Determine your own future, lifestyle, and life choices, and to have access to the information necessary to make your own decisions.
- Expect that your personal privacy will be respected, and confidentiality protected to the greatest extent permitted by law.
- Your autonomy being respected, including your right to intimacy and sexual expression
- Form relationships and participate in family life.

- Appropriate assessment, counselling, physical and mental health care, and to the equipment, assistance and support services necessary to live a fully productive life.
- Make decisions about your medical treatment and to access the information necessary to this.
- Communication and information, available in an accessible format appropriate to the individual, enabling full and independent participation in society and underpinning the exercise of all other rights.
- Equality of opportunity in all aspects of social, recreational and cultural life.
- Education provision suited to your individual needs.
- Personal mobility and to live in an environment free of physical, information and communication barriers.
- Appropriate housing, which meets your need to live as independently as possible.
- An income that provides for the necessities of life, taking into account individuals different needs.
- Training and employment without discrimination and with proper regard to your abilities and choices
- Challenge and to seek changes in attitudes and perceptions which limit your participation in all aspects of community life.
- Legal representation and equal protection under the law.
- Protection from discrimination in all areas, including the legal system itself.
- Choose to use or not to use our services.
- Make a complaint about the service received from Orange Health and expect that this complaint will be investigated appropriately.
- View information about you held by the organisation with reasonable notice.
- Be consulted and participate in decisions concerning the type of assistance you receive and the manner in which it is provided.

As a client of Orange Health you have a responsibility to:

- Be respectful of the rights and needs of others, including Orange Health staff, volunteers and other clients.
- Be respectful of Orange Health property and contribute to providing a safe working environment for Orange Health staff.
- Maintain confidentiality regarding information about other clients or participants in services offered by Orange Health.
- Provide accurate information about yourself in order to receive the best service.
- Care for your own health and well-being as far as possible.
- Inform us if your needs or circumstances change.

Examples of Rights Restrictions

Some common examples of restricting the rights of people are:

1. Taking away a "possession" that is important to the person = Right not to be deprived of property.
2. Removing an outing as "punishment" for poor behaviour = Right to take part in public life.
3. Barriers/locks to prevent people from accessing "normal" areas of their environment (ie. kitchen) = Right to freedom of movement.
4. Denying access/visit to a friend or relative = Right to freedom of association.

Staff should always remember that these rights are protected and enforced by legislation and they cannot be limited or restricted without adhering to the proper processes required to develop and implement an authorised Behaviour Support Plan.

Approvals

Date of approval: 3 March 2021

Date of review: 3 March 2021

Signature of CEO:

A handwritten signature in black ink, appearing to be "M. Smith", written over a light blue horizontal line.