

Client Rights and Responsibilities Policy

KEY POLICY AREA: CLIENT SERVICES

POLICY: CLIENT RIGHTS AND RESPONSIBILITIES

APPROVED DATE: JULY 2005

MODIFIED DATE: 12 MARCH 2019

STANDARDS, PROTOCOLS, POLICY AND PROCEDURE LINKAGE

HOMELESSNESS ASSISTANCE SERVICE STANDARDS 1.1

NATIONAL COMMUNITY HOUSING STANDARDS 3.1

DHS OFFICE OF HOUSING CONSUMER CHARTER 2006

CASE MANAGEMENT POLICY

CLIENT COMPLAINTS POLICY

CLIENT PARTICIPATION POLICY

CLIENT PRIVACY POLICY

CODE OF ETHICS AND CONDUCT

DUTY OF CARE POLICY

NEIGHBOURHOOD ISSUES POLICY

QUALITY ASSURANCE POLICY

CLIENT RIGHTS AND RESPONSIBILITIES PROCEDURE

POLICY

Wayss is committed to the rights of clients who use Wayss services. Wayss will endeavour to support clients to exercise their rights and to complain if their rights are not respected.

Wayss statements about rights and responsibilities aim to ensure that clients and the organisation are aware of their rights and responsibilities and can be confident in exercising them.

The need to promote respect for the rights of clients of Wayss services in this way arises from the nature of their relationship with the organisation. Wayss clients have significant and complex needs and the nature of this relationship imposes obligations on the organisation that requires services to be responsive to the changing needs of each individual. Wayss programs engage individual clients in determining the services that are provided to them within funding parameters. This is crucial to the creation of an environment in which clients can be confident in exercising their rights and responsibilities.

CLIENT RIGHTS

Wayss client rights are:

- The right to respect for their individual human worth and dignity.
- The right to be treated with courtesy.
- The right to be assessed for access to services without discrimination.
- The right to be informed and consulted about available services and other relevant matters.
- The right to be part of decisions made about the service they receive.
- The right to choose from available alternatives.
- The right to a culturally safe and inclusive service.
- The right to choose a direction of service.
- The right to refuse a recommendation or service response.
- The right to pursue any complaint about service provision without retribution.
- The right to involve an advocate of their choice.
- The right to receive quality services.
- The right to an interpreter.
- The right to have their culture and beliefs respected.
- The right to privacy and confidentiality, and access to personal information kept about them.
- Children and young people have the right to be safe, feel safe and have their voice heard
- Freedom from discrimination
- Access and equity

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CLIENT RESPONSIBILITIES

Clients of Wayss services have a responsibility:

- To respect the human worth and dignity of staff and other clients.
- To respect the diversity of other clients accessing Wayss.
- To treat staff and other clients with courtesy.
- For the results of any decisions they make.
- To play their part in helping Wayss to provide them with services.
- To fulfil any agreements and legal obligations.
- To not engage in behaviour that is illegal, abusive or harms others.

The failure of a client to meet these responsibilities may result in their access to services being limited or refused.

Wayss RIGHTS

Wayss has the right to:

- Provide services in a safe and pleasant environment.
- Make recommendations about service provision based on knowledge and experience in the homelessness sector.
- Exercise its legal rights to ensure ongoing operation of the organisation and the safety of clients and staff.
- Ensure that the services provided by the organisation are of the best possible standard and quality.
- Refuse to engage in activities it believes are illegal or unethical that may compromise safety for staff or clients.
- Refuse to provide a service at its discretion if providing that service is not suitable or appropriate at the time.

Wayss RESPONSIBILITIES

In providing services, Wayss has a responsibility to:

- Provide a safe work environment for staff and help them to provide clients with services safely.
- Enhance and respect the independence and dignity of the client.
- Ensure that client access to a service is decided only on the basis of need and the capacity of the service to meet that need.
- Inform clients about options Wayss services provide.
- Inform clients of their rights and responsibilities in relation to Wayss services.
- To respect each client's sexual orientation, gender identity, intersex status and relationships.
- Involve the client in decisions on the assessment and service delivery plan.
- Negotiate with the client before a change is made to the service being provided.
- Be responsive to the diverse social, cultural and physical experiences and needs of clients.
- Inform the client about the service to be delivered and any fees charged.
- Inform the client of the standards to expect in relation to services they may receive.
- Respect the privacy and confidentiality of the client.
- Allow the client access to information held by Wayss within legal limits.
- Deliver services to the client in a safe manner.
- Refer clients to more appropriate services when necessary.
- Respect a client's refusal of a service and to ensure any future attempt by the client to access a Wayss service is not prejudiced because of that refusal.
- Deal with client's complaints fairly and promptly and without retribution.
- Mediate and attempt to negotiate a solution if conflict arises between the client and other parties that Wayss owes a duty of care to.
- Accept the client's choice and involvement of an advocate to represent his or her interests.

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- Take into account the client's views when planning, managing and evaluating service provision.

INFORMING CLIENTS

Wayss will produce brochures and posters on client rights and responsibilities. The brochure will be available to all clients of Wayss either through reception areas, by distribution, by Wayss workers, or the Wayss website. Wayss workers will be expected to ensure clients have access to information on their rights and responsibilities. Wayss workers will facilitate an understanding of this information, where necessary, through worker assistance. If using an interpreter, information on rights and responsibilities will also be conveyed and clients will be advised that the website can be viewed in other languages.

It is expected that clients have access to the DHHS Office of Housing Consumer Charter. The Rights and Responsibilities poster will be placed in all Wayss managed offices reception areas and interview rooms.

EVALUATION AND REVIEW

Wayss will review this policy based on feedback from staff and clients, complaints made about service delivery and as part of a formal review process.