

Client Rights and Responsibilities Policy

Introduction

Beanies Family Support, based in the Huon Valley, Tasmania, is dedicated to providing high-quality services that respect and uphold the rights and responsibilities of our clients. Our services, which include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counseling, and Community Event Support, are designed to support the wellbeing and development of individuals and the community. This policy outlines the rights and responsibilities of our clients to ensure consistency and quality in service delivery.

Purpose

The purpose of this policy is to:

- Define the rights of clients accessing Beanies Family Support services.
- Outline the responsibilities of clients to ensure effective and respectful service delivery.
- Ensure a consistent and high-quality approach to service delivery across all programs.
- Foster a safe and supportive environment for all clients, in alignment with the Child and Youth Safe Organisation Framework.

Scope

This policy applies to all clients of Beanies Family Support services, including children, young people, and their families, as well as staff, volunteers, and contractors involved in service delivery.

Client Rights

1. Right to Respect and Dignity

Clients have the right to be treated with respect and dignity at all times. This includes being treated fairly, without discrimination or bias, and having their individual values and beliefs respected.

2. Right to Confidentiality and Privacy

Clients have the right to confidentiality and privacy regarding their personal information and the services they receive. Beanies Family Support ensures that all personal information is

handled in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs).

3. Right to Informed Consent

Clients have the right to be fully informed about the services available to them and to give their informed consent before receiving services. This includes understanding the nature, purpose, and potential risks and benefits of the services provided.

4. Right to Participation

Clients have the right to participate in decisions that affect their lives. Beanies Family Support encourages and supports clients to be actively involved in planning and decision-making processes related to their care and support.

5. Right to Safety

Clients have the right to feel safe and secure while accessing our services. Beanies Family Support is committed to providing a safe environment, free from abuse, neglect, and exploitation, in alignment with the Child and Youth Safe Organisation Framework.

6. Right to Quality Services

Clients have the right to receive high-quality services that meet their needs and preferences. Beanies Family Support is dedicated to continuous improvement and maintaining high standards of service delivery.

7. Right to Make a Complaint

Clients have the right to make a complaint about the services they receive without fear of retribution. Beanies Family Support has clear procedures for handling complaints and ensuring that they are addressed promptly and fairly.

Client Responsibilities

1. Respect for Others

Clients are expected to treat Beanies Family Support staff, volunteers, and other clients with respect and courtesy. This includes respecting the rights, privacy, and dignity of others.

2. Providing Accurate Information

Clients are responsible for providing accurate and complete information about their needs, circumstances, and any relevant changes. This helps us to deliver appropriate and effective services.

3. Participating in Service Planning

Clients are encouraged to participate actively in the planning and evaluation of the services they receive. This includes attending scheduled appointments, providing feedback, and working collaboratively with staff.

4. Adhering to Agreed Plans

Clients are expected to adhere to the plans and agreements made with Beanies Family Support regarding their care and support. This includes following through on agreed actions and notifying us if they are unable to do so.

5. Respecting Confidentiality

Clients are expected to respect the confidentiality of others, including other clients and staff. Information shared in group settings or through services should not be disclosed without consent.

6. Providing Feedback

Clients are encouraged to provide feedback about the services they receive. This helps us to understand their experiences, address any concerns, and improve our services.

Implementation and Review

Beanies Family Support is committed to ensuring that this Client Rights and Responsibilities Policy is effectively implemented and regularly reviewed. The policy will be reviewed annually or as required by changes in legislation or organisational needs. Feedback from clients, staff, and stakeholders will be considered in the review process to ensure the policy remains relevant and effective.

Conclusion

Beanies Family Support is dedicated to providing services that respect and uphold the rights and responsibilities of our clients. By adhering to the standards outlined in this policy, we aim to deliver consistent, high-quality services that support the wellbeing and development of

individuals and the community. Our commitment to the Child and Youth Safe Organisation Framework ensures that we prioritise the safety and best interests of children and young people in all our actions and decisions.