



CLIENT RIGHTS AND RESPONSIBILITIES POLICY AND PROCEDURE

Policy Code	CSP002.01
Person Responsible	Director
Status (Draft/Released)	Released
Date Last Updated	6 APRIL 2023

1.0 PURPOSE AND SCOPE

The purpose of this policy and procedure is to confirm Kindred Health Group's commitment to clients' rights.

This policy and procedure applies to the Director, staff, students, contractors and volunteers and all potential and existing clients, their family members and other supporters.

2.0 POLICY

Kindred Health Group respects and fully commits to upholding the rights of all people, including those with disabilities.

Kindred Health Group is committed to ensuring its clients are made aware of their rights and responsibilities and supported to exercise them.

Kindred Health Group 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.

3.0 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.

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.

If you feel your rights are violated

You can:

- Speak directly to a staff member, or send them an email:
 - Phone: 0411 858 409
 - Email: hello@kindredhealthgroup.com.au
- Complain to the NDIS Commission:
 - by phone on 1800 035 544
 - <https://www.ndiscommission.gov.au/about/complaints>
- You can complain to the Victorian Disability Workers Commission. Information can be found here <https://www.vdwc.vic.gov.au/making-complaints>

POLICY AMENDMENT RECORD		
DATE	BRIEF DESCRIPTION OF AMENDMENT	AUTHORISED