

Policy Reference OPOL - 010	Clients' Rights and Service Charter
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Applies to: Board, CEO, employees, volunteers, contractors and consultants
Specific responsibilities: CEO, Manager LevelUp Independent Living, Manager Mindcare Mental Health Service, Children's and Teens' Therapy Service

Version: 2.1
Date Approved: 29 April 2021
Next Review Date: 29 April 2024

Policy context – this policy relates to the following	
Standards or other external requirements	<ul style="list-style-type: none"> • NDIS Quality and Safeguarding Framework • Human Services Quality Standards
Legislation or other requirements	<ul style="list-style-type: none"> • National Disability Insurance Scheme 2013 • Age Discrimination Act 2004 • Australian Human Rights Commission Act 1986 • Disability Discrimination Act 1991 (QLD) • Racial Discrimination Act 1975 • Sex Discrimination Act 1984 • Human Right Act 2019 (QLD) • UN Convention on the Rights of Persons with Disabilities (CRPD) • UN Convention on the Rights of the Child (UNCRC)
Contractual obligations	<ul style="list-style-type: none"> • Employment Agreements • Service Agreements pursuant to NDIS Services

1. Policy

Your Best Life Disability and Health Services (YBLDHS) is committed to developing an organisational culture that supports the legal and human right of all clients.

YBLDHS understands and supports the principles in fairness and human rights all aspects of service delivery. The organisation will ensure that the services are provided in an environment that is free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

2. Procedure

Your Best Life Disability and Health Services (YBLDHS) will:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does; how clients can contact the organisation; clients rights; the service standards clients can expect; and opportunities to provide feedback or make a complaint;

- ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights;
- support clients to exercise choice and participate in service delivery and direction;
- involve clients in the development of policies and procedures that impact on their service.

YBLDHS client service charter outlines these rights and responsibilities in a way that is accessible and easily understood by clients.

The Charter

- **Children's and Teens' Therapy Services**
To empower children, teens and their families through client-centered best practice therapy services.
- **Your Choice Plan Management Australia**
To ensure NDIS clients get the most from their plans through personalized services, experienced and accurate advice, and guaranteed same-day invoice processing.
- **Mindcare Mental Health Services**
To empower people to deal with life's challenges and experience a better life through effective mental health services in a safe and supportive environment.
- **LevelUp Independent Living**
To support people to live as independently as possible in circumstances that best suit them.
- **Thumbs Up Support Coordination**
To assist NDIS participants to develop skills, independence, and confidence in implementing their NDIS plans by identifying and coordinating supports and building resilient networks.

What Your Best Life Disability and Health Services (YBLDHS) does

- YBLDHS provides therapy and disability support services across the Sunshine Coast, Noosa, Gympie and Caboolture.
- Services are provided for mild, moderate and severe disabilities and health conditions including mental, emotional and behavioural conditions.
- YBLDHS is a registered NDIS Provider.
- YBLDHS is also registered for Medicare and private health funds.

- YBLDHS provides services under contract from funding organisations such as the Primary Health Network and North Coast Aboriginal Corporation for Community Health.

Services available to clients, including the opening hours and locations of these services

- YBLDHS's service providers comprise Psychologists, Occupational Therapists, Speech Therapists, Physiotherapists, Disability Support Workers, Plan Managers and Support Coordinators.
- Centres are currently located in Nambour, Kawana, Maroochydore, Caboolture and Gympie. Outreach services are provided in community settings including homes, schools, community centres and rented consulting rooms.
- Employees provide a wide range of assessment, interventions and supports for clients and their families.
- The goals of therapy are decided in collaboration with the client and client support network, and ideas for incorporating therapy activities into everyday life are discussed with the family/support network.
- YBLDHS can assist in obtaining specialised equipment to assist with feeding, bathing, mobility, seating, communication, and other needs.
- Services can be provided as individual sessions, family sessions, group programs, telehealth, training sessions.
- All of our interventions and programs are evidence-based, nationally recognised.
- Therapy services are generally provided between 8am and 5pm Monday to Friday, but can be scheduled for times outside of these hours. Independent Living and Community Participation services are provided 24/7 according to our Service Agreements with individual clients as funded by the NDIS or other source.

How to contact YBLDHS

Clients can contact YBLDHS by phone, fax or email to make an appointment. Contact details are listed on our website.

Standards of service that clients can expect from your organisation

YBLDHS is a registered service provider under the National Disability and Insurance Scheme and is accredited under the NDIS Quality and Safety Commission.

Client rights and responsibilities

YBLDHS clients have the right to:

- participate in decisions about their lives;
- be given information about the service and its terms of use;
- privacy and confidentiality;
- access the personal information that YBLDHS has about them;
- be treated with dignity and respect;
- be free from physical, sexual, emotional and verbal abuse;
- make a complaint if they are not happy with any aspect of the service and to have such complaint dealt with fairly;
- be able to appeal decisions made about the provision of service to them and to have their appeal dealt with fairly;
- be free from discrimination of all kinds;
- a safe and healthy environment within the service;
- full information to make informed life choices.

The active promotion of clients' rights and responsibilities is fundamental to the provision of a quality client service. To ensure that clients are able to exercise their rights and meet their responsibilities, YBLDHS will:

- identify the core rights and responsibilities of clients;
- document these in a form that is accessible to clients, Board, CEO, employees, volunteers, contractors and consultants;
- inform clients, Board, CEO, employees, volunteers, contractors and consultants about client rights and responsibilities;
- support clients, Board, CEO, employees, volunteers, contractors and consultants to ensure clients' rights and responsibilities are met.

All of YBLDHS policies are consistent with the expectations placed on clients and the rights they have within the service. This information should also inform clients of how to take action if they feel that their rights have not been respected.

YBLDHS will develop a Service Agreement with the client that clearly states clients' rights and responsibilities. The content of the Service Agreement will depend on:

- the service to be provided;
- relevant laws and policies; and
- the formality and duration of the relationship between the client and the service.

Opportunities for feedback and participation

- Clients may provide feedback to therapists during conjoint service planning and review meetings held annually or more frequently as required.
- Clients are provided with opportunities to participate and provide feedback during all sessions.
- Clients may contact therapists or management personnel by phone or email between sessions.
- An annual client survey is conducted to gather additional information about service experiences.

Process for making complaints

- Clients may make a complaint about employees or services delivered by YBLDHS.
- Clients may access *Complaints Process* on our websites for further information about how to lodge a complaint and the process for responding to a complaint.
 - Forms for lodging complaints are provided upon request or by completing the feedback form on our websites.

Opportunities to exercise choice and to participate in service decisions

- Clients are provided with opportunities to exercise choice and to participate in service decisions during service planning and review meetings.
- Clients may also exercise choice and participate in service decisions at any point in time by expressing their view or making a request.
- Immediate efforts will be made to meet any reasonable request that is within the resources and capability of the YBLDHS and within the client's funding package/guidelines.

Support provided to clients to enable them to make choices and participate

Support provided to clients to enable them to make choices and participate, includes:

- the use of interpreters;
- advocates;
- written materials in a variety of community languages; and
- culturally appropriate service strategies.

How clients will be made aware of the charter

Clients can access this charter via the company’s website as part of their Welcome Pack.

3. Documentation

Documents related to this Policy	
Organisation policies	Complaints Policy and Procedure Confidentiality and Privacy Policy and Procedure Upholding Clients’ Rights Policy and Procedure Client Safety and Wellbeing Policy and Procedure Support Decision Making and Dignity of Risk Policy and Procedure Client Participation and Social Inclusion Policy and Procedure Providing Client Advocacy and Support Policy and Procedure Access to Services Policy and Procedure
Forms, record keeping, other documents	Compliment, Complaint and Feedback Form Compliments and Complaints Register
Reviewing and approving this Policy	
Frequency	Person responsible
Every 3 years	CEO